

# Information for Landlords

## City of Manchester Water & Sewer Department

### Steps for Tenants to Set Up Water Services:

1. Visit our website: [www.cityofmanchestertn.com](http://www.cityofmanchestertn.com) or come into the billing office.
  2. Hover over the "**Government**" tab on the top banner.
  3. Under the **Water and Sewer** section (bottom right), click on "**Online Water and Sewer Forms.**"
  4. Click on "**Application for Utility Service Residential**" (the third form on the list).
  5. Follow the instructions and complete all required fields.
  6. Email the following to [mwdbilling@cityofmanchestertn.gov](mailto:mwdbilling@cityofmanchestertn.gov)
    - o Completed application
    - o Cross connection control survey
    - o Valid government-issued ID
    - o Proof of address (rental or lease agreement)
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### Steps for Landlords to Remove Property from Their Name:

1. Visit our website: [www.cityofmanchestertn.com](http://www.cityofmanchestertn.com) or come into the billing office.
  2. Hover over the "**Government**" tab on the top banner.
  3. Under the **Water and Sewer** section (bottom right), click on "**Online Water and Sewer Forms.**"
  4. Click on "**Service Disconnection Request Form**" (the seventh form on the list).
  5. Complete all required information.
  6. Email the completed disconnection form to [mwdbilling@cityofmanchestertn.gov](mailto:mwdbilling@cityofmanchestertn.gov), and be sure to include your **forwarding address** for any applicable refund checks.
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### To Reestablish Service in Your Name (After a Tenant Moves Out):

Email [mwdbilling@cityofmanchestertn.com](mailto:mwdbilling@cityofmanchestertn.com) or visit the billing office with the following details:

- Statement that you are the landlord and you have a "Master Application"
- Your full name
- Date you wish services to be placed back in your name
- Correct property address where service is to be resumed
- Mailing address for billing
- Your phone number
- Your email address

*Please note:* This process must be followed **every time** a renter moves out and you want the services placed back in your name. Additional information or forms may be requested to complete your request.