

**Michelle Hatcher**

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**From:** Scott Andrews  
**Sent:** Tuesday, March 19, 2019 1:24 PM  
**To:** Michelle Hatcher  
**Subject:** FW: Emergency Septic Repair Letter

**Scott Andrews**

Utilities Engineer  
City Of Franklin, Water Management Department  
Contact info:  
Office (615) 794-4554  
Fax (615) 790-1340  
124 Lumber Dr.  
Franklin, Tennessee 37064

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**From:** Darlene Morton <darlenemorton57@gmail.com>  
**Sent:** Tuesday, March 19, 2019 12:03 PM  
**To:** Scott Andrews <scott.andrews@franklin.tn.gov>; Darlene Morton <darlenemorton57@gmail.com>  
**Subject:** Emergency Septic Repair Letter

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Mr. Andrews,

Regarding 1357 Ascot Lane, Franklin, TN 37064, we are having a septic system that is in need of repair. We were told the field lines are clogged up and we would need a permit for the repair.

In speaking with someone from the City of Franklin, "Mr. Kelby" I was told that I need see if city sewer was available to us. We live in the Redwing Meadows Subdivision and there is a Water Substation (according to Mr. Kelby approximately 700 ft from our home) and he cannot issue a permit without a letter from the county, needless to say, it has been a very unproductive day for me, I have had to miss a scheduled conference, due to being transferred to every water department within

the City and County of Franklin and Williamson County and I still do not have what I need to repair my septic system.

I was told by someone that the Water Substation was inaccessible for my address and I will need a letter stating this from the City of Franklin. I would greatly appreciate any help you may provide. Needless to say in the last 24 hours, with water backing up in sinks and toilets, having a Plumber, Benjamin Plumbing and Septic Service, Anglin Septic Service, LLC, at my home, it's been very frustrating and expensive.

Thank you in advance for any help you may provide. You may email the letter to my email address so I may schedule the septic repair.

Darlene Morton, HOMEOWNER

1357 Ascot Lane

Franklin, TN 37064

615-943-0439 Cell

[darlenemorton57@gmail.com](mailto:darlenemorton57@gmail.com)

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