

WHAT TO DO AFTER STORM FAQS

What to do if you have an inside leak or your pipes burst?

If you have an internal leak or a burst pipe, you will need to stop the flow of water as soon as possible. To do this, find your water shut-off valve. Typically, shut-off valves are in basements, crawl spaces, or garages; however, not every home has one. If you experience a burst pipe and do not have a water shut-off valve or are unable to locate it, water will need to be turned off at the meter. For assistance in shutting the water off at the meter, call Metro Water Service at 615-862-4600.

Plumbing from the meter to the home and inside the home belongs to the homeowner, so if you experience damage there, contact a plumber for repair assistance.

What to do if you need to repair the connection from your house to the power source?

If home equipment repairs need to be made to the weatherheads, power masts, or meter bases, contact a licensed and registered electrician for those repairs.

For more information, please visit: <https://www.nespower.com/>

How to tell NES the connection to your home is complete?

It is the responsibility of the licensed electrician to notify NES after the repairs are completed.

For more information, please visit: <https://www.nespower.com/>

What to do if you have storm damage?

If your home has storm damage, there are several critical steps to take:

1. Save receipts from all home repair-related expenses
2. Save actual damaged pipe for insurance.
3. Take pictures of the damage from all angles.
4. Pull all debris to the curb or edge of your property. Ensure the debris is not in the right-of-way or blocking sidewalks. Once your debris is there, it can be weighed and added to federal totals, which will help each Nashvillian get as much aid from federal resources as possible.

What if you need support with a tree falling in your yard or on your roof?

Metro departments do not clear debris on private property. If you need assistance removing trees and vegetation, if it is a small job, contact

Westminster for help, if it requires equipment, contact a private contractor.

Tips for Working with Contractors

1. **Verify Credentials:** Ask for identification, licenses, and proof of insurance from contractors. In Davidson County, any contractor doing repairs of \$3,000 - \$24,999 must have a Home Improvement license. Any contractor in Tennessee doing repairs of \$25,000 or more must have a Contractor license. [Read the requirements and look up contractor license status](#).
2. **Get Written Contracts:** Never rely on verbal agreements; ensure all repairs, costs, and timelines are in writing.
3. **Payment Terms:** Avoid paying in full upfront. Never pay in cash. Only make the final payment once the work is completed to your satisfaction.
4. **Be Skeptical:** Beware of contractors who pressure you to make quick decisions, offer "too good to be true" prices, or solicit door-to-door.

Tips for Hiring an Arborist or Tree Company

If you need tree work and don't already have a trusted tree company, verify these things (regardless of whether it's an out of town or local company):

- Confirm they have both workers compensation and general liability insurance (ask for proof of current insurance).
- Get an itemized, written estimate stating exactly what work will be done and what you'll pay.
- Look at reviews or get a recommendation. Avoid anyone who does tree topping (blunt cuts across the top) or careless work.

If you want to keep a tree

- use an ISA certified arborist because they know proper pruning techniques.
- ISA certification is granted to individuals, not companies.
- Ask for the ISA certified arborist's name
- verify credentials through treesaregood.org (<http://treesaregood.org/>).
- If you don't already have a company in mind, use the "Find a professional" feature on that site to find an arborist.

Where can I volunteer?

Volunteer opportunities are available to support neighbors in need through Hands On Nashville and Volunteer Organizations Active in Disaster (VOAD). You can find a full list of opportunities here, including Westminster partners such as Home Connection and Nueva Vida food bank: <https://handson.unitedwaygreaternashville.org/winterstorm2026>