

## PUBLIC WORKS CANS FAQ

- How does the enrollment process work?

The e-mail notification enrollment process consists of the following steps:

**Step 1** – Add [nashville.gov](http://nashville.gov) to your approved e-mail sender list. *Otherwise, your spam filter may block e-mails sent to you by PWCANS for completing the enrollment process or prohibit you from receiving e-mail notifications.*

**Step 2** – Go to <http://mpw.nashville.gov/ims/cans/> to begin the process. Click on the *Enter MPW Services Search* link shown below:



### Welcome to the Metro Public Works Services Search

Enter the Services Search (through the link above) to find all of your Metro Public Works (MPW) provided services as well as other information for your address. Simply enter your desired street name, select the desired address from the search results and you can find the following information:

**Trash** - Learn if your address is eligible for trash collection (in the USD) and your collection day –or- if your address is not eligible for MPW provided collection (GSD). You may also sign-up for e-mail trash collection reminders if your address is an active account in the USD.



**Recycling** - Learn if your address is eligible for Curby (curbside) collection (in the USD) and your collection week/day –or- if your address is not eligible for MPW provided collection (GSD), links to Recycling Drop-Off Centers around Davidson County. You may also sign-up for e-mail recycling collection reminders if your address is an active Curby account.



**Step 3** – Enter your street name in the *Street Name* input box. *Enter only the street name (no address number, prefixes or suffixes)*. For example, 1107 Shelby Ave should be searched by entering “Shelby” and clicking the *Find* button. A results list will appear (sorted by street name and house/unit number). Scroll down or go to the next page of results until you locate your individual address listing, then click on the *Select* option on the left side of your address. Data will return for the address, and the screen will show all services that the address is eligible for or indicate resources to inquire about services.

Welcome to

***Metro Nashville***  
***Public Works***

Improving the Quality of Life for Nashvillians and our Visitors

**Services Search**



**RECYCLE**  
It's Nashville's Nature

\* ENTER THE NAME OF YOUR STREET  
(DO NOT INCLUDE CITY OR ZIP CODE)

★ ENTER THE NAME OF YOUR STREET  
(DO NOT INCLUDE CITY OR ZIP CODE)

	Number	Prefix	Street Name	Type	Suffix	STE	City	Zip
<a href="#">SELECT</a>	1000		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1001		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1006		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1008		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1009		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1011		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1013		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1015		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	102		SHELBY	AVE			NASHVILLE	37213
<a href="#">SELECT</a>	1101		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1102		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1102		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1103		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1105		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1106		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1107		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1108		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1109		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1111		SHELBY	AVE			NASHVILLE	37206
<a href="#">SELECT</a>	1113		SHELBY	AVE			NASHVILLE	37206

1 2 3 4 5 6 7 8 9 10 ... [NEXT >](#) [START OVER](#)

**Step 4** – Click on any of the active (*click [here](#)*) links shown under the services available for your address.

Residents of the *USD* will see *Trash*, *Recycling* and *Brush* as active services depending on their participation in the Trash and Recycling programs (as shown in the example above).

Residents of the General Services District (*GSD*) are not eligible to participate in the Metro’s residential curbside Trash or Recycling programs and will only see Brush services active (as shown in the example below).

- » Recycling Convenience Centers
- » More Information
- » Beautification
- » Contact Us

★ ENTER THE NAME OF YOUR STREET  
(DO NOT INCLUDE CITY OR ZIP CODE)

**Address:**  
1107 SHELBY AVE  
NASHVILLE, TN 37206  
USD

	Trash	Recycle	Brush	Council District	Beautification & Neighborhood	Snow Route	ROW Maintenance
<b>Day/Zone</b>	Friday	First Friday	Area: 2	District: 06	District: 06	Use Link Below	Zone: 2A
<b>Links</b>	<a href="#">Trash Info</a>	<a href="#">Recycle Info</a>	<a href="#">Brush Map</a>	<a href="#">Council Member</a>	<a href="#">Commissioner</a>	<a href="#">Map</a>	<a href="#">Schedule</a>
<b>Sign Up, Manage, or Cancel Subscription</b>	To sign up, manage or cancel trash/recycle pickup email reminders <a href="#">click here</a>	To sign up, manage or cancel trash/recycle pickup email reminders <a href="#">click here</a>	To sign up, manage or cancel brush pickup email reminders <a href="#">click here</a>				

**\*Note – USD or GSD status is shown in the “Full Address” window.**

- » Recycling Convenience Centers
- » More Information
- » Beautification
- » Contact Us

★ ENTER THE NAME OF YOUR STREET  
(DO NOT INCLUDE CITY OR ZIP CODE)

**Address:**  
4881 LICKTON PIKE  
WHITES CREEK, TN 37189  
**GSD**

	Trash	Recycle	Brush	Council District	Beautification & Neighborhood	Snow Route	ROW Maintenance
<b>Day/Zone</b>	This address falls outside of the Davidson County Urban Service District (USD).	Please check the link below for Recycling Drop-Off sites in your area.	Area: 12	District: 03	District: 03	Use Link Below	Zone: 12
<b>Links</b>	<a href="#">Trash Info</a>	<a href="#">Recycle Info</a>	<a href="#">Brush Map</a>	<a href="#">Council Member</a>	<a href="#">Commissioner</a>	<a href="#">Map</a>	<a href="#">Schedule</a>
<b>Sign Up, Manage, or Cancel Subscription</b>	Please check the Yellow Pages under Garbage & Rubbish Removal for haulers in	<a href="#">Drop Off Locations</a>	To sign up, manage or cancel brush pickup email reminders <a href="#">click here</a>				

**Step 5** – Once you have selected a “click [here](#)” option, the following screen will appear. Enter your first name, last name, e-mail address (two times) and phone number (optional).

After reviewing your information, click on

Sign Up/Manage/Cancel

## Sign up, Manage or Cancel Collections Notifications

Sign up, manage or cancel your Brush and Leaf, Trash, and Recycle Collection E-Mail Notifications!

To receive, manage or cancel e-mail notifications in advance of Metro brush and leaf, trash and recycle collections, please complete the form below.

\* FIRST NAME

PW

\* LAST NAME

Cans

\* ADDRESS (DO NOT INCLUDE CITY OR ZIP CODE)

1107 SHELBY AVE

\* EMAIL ADDRESS:

youremailaddress@here.com

PHONE NUMBER:

\* CONFIRM EMAIL:

youremailaddress@here.com

Sign Up/Manage/Cancel

**Step 6** – The following screen will display your available services, collection days and e-mail reminder options. You may uncheck the box to the left of a service if you do not wish to receive notifications or check it to enable notifications. You may also select the number of days in advance to receive each notification type by clicking on the radio button to the left of the days in advance information. After reviewing your entries, click the *Submit* button.

## Subscription Options

Based on the address you entered we found the following matches. Check the appropriate box to select your correct address.

	Brush	Trash	Recycle	Street Address	Zip
<input checked="" type="checkbox"/>	2	Friday	1st Friday	1107 SHELBY AVE	37206
				1	

- Email **Brush Collection** reminders       7  14  21  30 days in advance  
 Email **Trash Collection** reminders       1  2  3  4 days in advance  
 Email **Recycling Collection** reminders       1  3  7  10 days in advance

The following screen will summarize your selections and instruct you to proceed to the next step, go to your e-mail account and verify/enable your subscription.

**\*Note – The enrollment process is not complete at this step; you must confirm your request to receive e-mail notifications (see Step 7).**

## You are not finished yet

We have sent you an email to verify the information you entered. Please click on the link provided in the email to complete process.

**PLEASE CHECK YOUR EMAIL FOR CONFIRMATION AND CLICK THE LINK TO ACTIVATE YOUR SUBSCRIPTION**

Your email address: [youremailaddress@here.com](mailto:youremailaddress@here.com)  
Your house address: **1107 Shelby Ave**  
Your brush area: **2** with a **30** day reminder  
Your trash route: **FRIDAY** with a **1** day reminder  
Your recycle route: **FRIDAY** with a **7** day reminder


If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) at or call (615) 862-8750.

**Be sure to check your junk mail filter and ALLOW email from [nashville.gov](http://nashville.gov)**

**Step 7** – Log into the e-mail account that you entered for reminders, and access the inbox. You should see an e-mail from PWCANS with the subject “You are almost done! Collection E-mail Notification Action required.”

Archive Report spam Delete Move to▼ Labels▼ More actions▼ Refresh

Select: All, None, Read, Unread, Starred, Unstarred

 youremailaddress@here.com You are almost done! Collection eMail Notification: Action required - Dear F

## Step 8 – Open the e-mail and click on the link provided in the message.

Dear Resident,

Metro Nashville Public Works Waste Management Division has received your request to subscribe to email notifications. Please click on the link below to confirm your subscription. Once subscribed you will start receiving email notifications.

<http://mpw.nashville.gov/ims/cans/ConfirmAddress.aspx?SubscriberId=DBC20C96-C1A8-483F-B001-DFA98866049E&Areald=2>

If you have any questions, please contact us at 615-862-8750.

Thank You,

Waste Management Division  
Metro Nashville Public Works

After clicking on the link, the following message should appear. It indicates that you have successfully signed-up for collection reminders and the references selected. If you need to change a preference, see the “How can I change my account preferences” section of this document.

### **You are now successfully signed-up!**

Metro Nashville Public Works would like to thank you for using the Collection Automated Notification System (CANS). You will be able to receive e-mail notifications for many of the services provided by Public Works.

**Your email address: mpwcans@gmail.com**  
**Your house address: 1107 SHELBY AVE**  
**Your brush collection area: 2 with a 30 day reminder**  
**Your trash collection route: Friday with a 1 day reminder**  
**Your recycle collection route: 1st Friday with a 7 day reminder**

If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) at or call (615) 862-8750.

- I have a new e-mail address. How can I get my reminders sent to it?

To receive reminders at a new e-mail address, you must first unsubscribe the old e-mail address and enroll using the new address. See the process for canceling a subscription below.

- How can I change my account preferences or cancel my subscription?

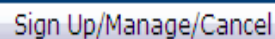
Managing your preferences or canceling a subscription is similar to the enrollment process.

**Step 1** – Go to <http://mpw.nashville.gov/Row/Services/Default.aspx> to begin the process.

**Step 2** – Enter your street name in the Street Name input box. *Enter only the street name (no address number, prefixes or suffixes)*. For example, 1107 Shelby Ave should be searched by entering “Shelby” and clicking the Find button. A results list will appear (sorted by street name and house/unit number). Scroll down or go to the next page of results until you locate your individual address listing, then click on the *Select* option on the left side of your address and data will return for the address. The screen will show all services that the address is eligible for or indicate resources to inquire about services.

**Step 3** – Click on any of the active (*click [here](#)*) links shown under the services available for your address.

**Step 4** – On the next screen, enter your first name, last name, e-mail address that you wish to change preferences for or cancel subscription and phone number (optional). After reviewing your information, click on

A rectangular button with a blue border and a light blue gradient background. The text "Sign Up/Manage/Cancel" is centered in a dark blue font.

**Step 5** – Verify the e-mail address is correct, then click the *Manage* (to review or change preferences) or the *Unsubscribe* button to cancel your e-mail reminders for the e-mail address shown.

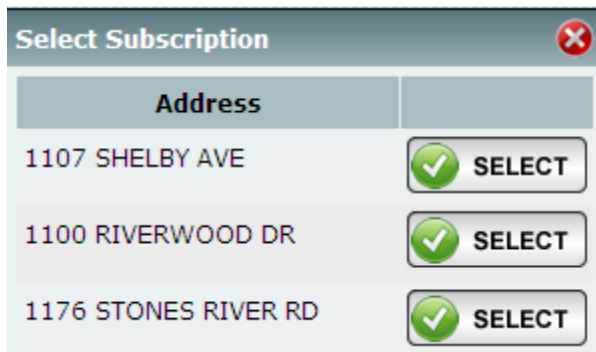
## Manage your CANS Collection Subscription Notifications

Metro Nashville Public Works would like to thank you for using the Collection Automated Notification System (CANS). You are already subscribed in the system. If you would like to manage your subscription, click the Manage button. If you would like to unsubscribe, click the Unsubscribe button.

\* EMAIL ADDRESS



**Step 6** – If you are enrolled for reminders at more than one parcel/service address, you will be asked to select the address that you wish to manage or cancel. If canceling a subscription, see Step 7; if changing preferences, see Step 8.



The image shows a software dialog box titled "Select Subscription" with a close button (X) in the top right corner. The dialog contains a table with three rows, each representing an address and a corresponding "SELECT" button. The "SELECT" buttons each feature a green checkmark icon.

Address	
1107 SHELBY AVE	<input checked="" type="checkbox"/> SELECT
1100 RIVERWOOD DR	<input checked="" type="checkbox"/> SELECT
1176 STONES RIVER RD	<input checked="" type="checkbox"/> SELECT

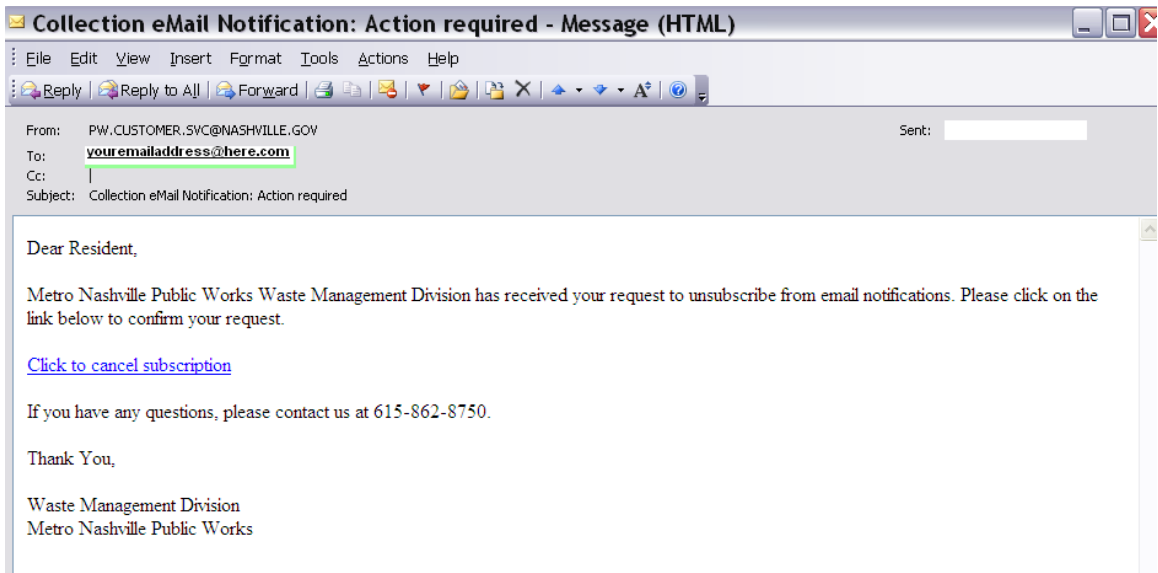
**Step 7** – Access the e-mail account that you wish to cancel subscriptions for, and click on the link provided in the e-mail.

### **Awaiting Confirmation to Unsubscribe**

Metro Nashville Public Works would like to thank you for using the Collection Automated Notification System (CANS). We have received your request and send you an email to complete the process. Please click on the link provided in the email to complete the process.

If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) at or call (615) 862-8750.

**Be sure to include [nashville.gov](http://nashville.gov) in your junk mail filter and to check your junk mail folder.**



After clicking on the link, the following message should appear:

## **Unsubscribe Successful!**

Metro Nashville Public Works would like to thank you for using the Collection Automated Notification System (CANS). Your subscription has been successfully removed from CANS.

If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) or call (615) 862-8750.

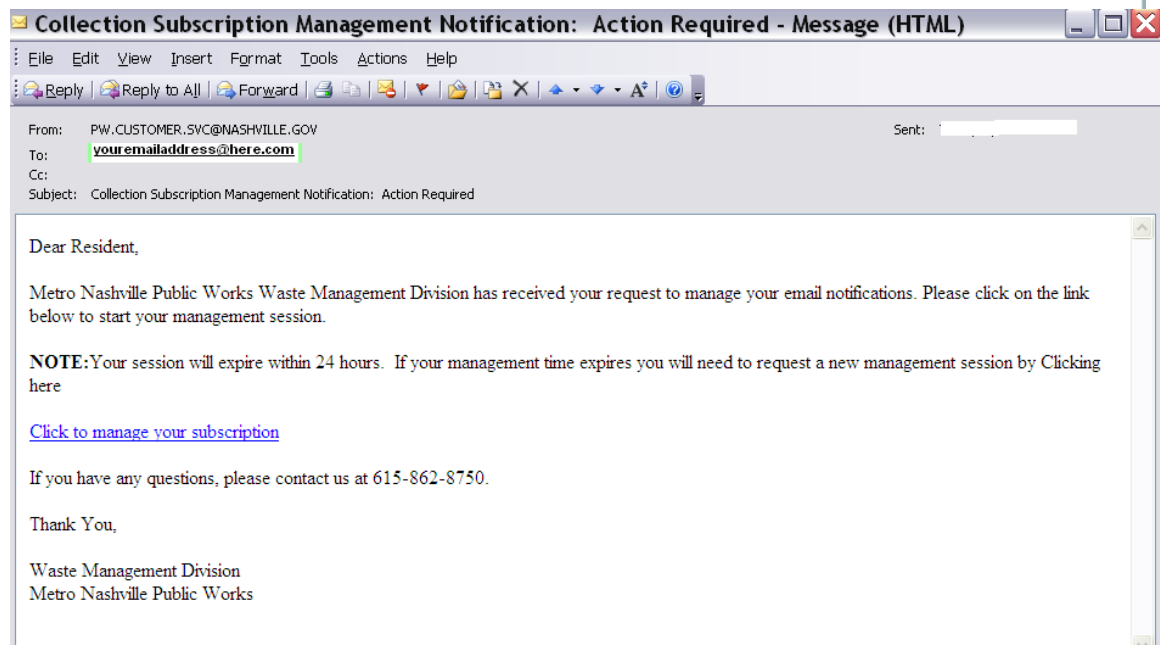
**Step 8** – Access the e-mail account that you wish to manage preferences, and click on the link provided in the e-mail.

## Awaiting Confirmation to Manage Your Subscription

Metro Nashville Public Works would like to thank you for using the Collection Automated Notification System (CANS). We have received your request and for security purposes have sent you an email to complete the process. Click the link provided in the email to manage your subscription.

Make sure to include "nashville.gov" in your SPAM filter and to check your junk mail folder if you do not receive a request within the next ten minutes. Your management session is good for 24 hours.

**Be sure to include nashville.gov in your junk mail filter and to check your junk mail folder.**



The screenshot shows an email client window titled "Collection Subscription Management Notification: Action Required - Message (HTML)". The window has a menu bar with "File", "Edit", "View", "Insert", "Format", "Tools", "Actions", and "Help". Below the menu bar is a toolbar with icons for "Reply", "Reply to All", "Forward", "Print", "Delete", "Move", "Copy", "Paste", "Zoom", and "Refresh". The email header shows the following information:

From: PW.CUSTOMER.SVC@NASHVILLE.GOV  
To: [youremailaddress@here.com](mailto:youremailaddress@here.com)  
Cc:  
Subject: Collection Subscription Management Notification: Action Required

The email body contains the following text:

Dear Resident,

Metro Nashville Public Works Waste Management Division has received your request to manage your email notifications. Please click on the link below to start your management session.

**NOTE:**Your session will expire within 24 hours. If your management time expires you will need to request a new management session by Clicking here

[Click to manage your subscription](#)

If you have any questions, please contact us at 615-862-8750.

Thank You,

Waste Management Division  
Metro Nashville Public Works

**Step 9** – Click the *Manage* button.

### Sign up, Manage or Cancel Collections Notifications

Sign up, manage or cancel your Brush and Leaf, Trash, and Recycle Collection E-Mail Notifications!

To receive, manage or cancel e-mail notifications in advance of Metro brush and leaf, trash and recycle collections, please complete the form below.

\* FIRST NAME                      \* LAST NAME  
                     

\* ADDRESS (DO NOT INCLUDE CITY OR ZIP CODE)

\* EMAIL ADDRESS:                      PHONE NUMBER:  
                     

\* CONFIRM EMAIL:

**Step 10** – Review the current services and preferences for each.

### Subscription Options

Based on the address you entered we found the following matches. Check the appropriate box to select your correct address.

	Brush	Trash	Recycle	Street Address	Zip
<input checked="" type="checkbox"/>	2	Friday	1st Friday	1107 SHELBY AVE	37206

**1**

- Email **Brush Collection** reminders       7  14  21  30 days in advance
- Email **Trash Collection** reminders       1  2  3  4 days in advance
- Email **Recycling Collection** reminders       1  3  7  10 days in advance

**Be sure to include [nashville.gov](http://nashville.gov) in your junk mail filter and to check your junk mail folder.**

**Step 11** – Change your preferences as shown below; click *Submit* when finished.

### Subscription Options

Based on the address you entered we found the following matches. Check the appropriate box to select your correct address.

	Brush	Trash	Recycle	Street Address	Zip
<input checked="" type="checkbox"/>	2	Friday	1st Friday	1107 SHELBY AVE	37206
			1		

- Email **Brush Collection** reminders     7  14  21  30 days in advance
- Email **Trash Collection** reminders     1  2  3  4 days in advance
- Email **Recycling Collection** reminders     1  3  7  10 days in advance

Submit

Check (to enable), Uncheck (to disable) the e-mail notification for each service listed, only eligible services will be displayed.

Select 1 button for each service, the number shown to the right of each button is the days in advance you will receive the e-mail notification.

**Step 12** – Review the changes and click *Change* (if a correction is needed) or *Accept*.

### Manage Subscriptions Confirm Changes

The changes you made to your account are listed below. Please review and click the Change button to make any adjustments or click Accept to save the changes.

Your email address: [youremailaddress@here.com](mailto:youremailaddress@here.com)  
Your house address: **1107 SHELBY AVE**  
Your brush area: **2** with a **14** day reminder (From 30 day reminder)  
Your trash route: **Friday** with a **4** day reminder (From 1 day reminder)  
Your recycle route: **1st Friday** with a **10** day reminder (From 7 day reminder)

If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) at or call (615) 862-8750.

Change

Accept

**Be sure to include [nashville.gov](http://nashville.gov) in your junk mail filter and to check your junk mail folder**

After clicking the *Accept* button, the following screen will appear and your new preferences will now be in effect:

## **Manage Subscriptions Confirm Changes**

The changes you made to your account are listed below. Please review and click the Change button to make any adjustments or click Accept to save the changes.

Your email address: [youremailaddress@here.com](mailto:youremailaddress@here.com)  
Your house address: **1107 SHELBY AVE**  
Your brush area: **2** with a **14** day reminder (From **30** day reminder)  
Your trash route: **Friday** with a **4** day reminder (From **1** day reminder)  
Your recycle route: **1st Friday** with a **10** day reminder (From **7** day reminder)

If you have any technical difficulties in accessing CANS, please do not hesitate to [contact us](#) at or call (615) 862-8750.

**Be sure to include [nashville.gov](http://nashville.gov) in your junk mail filter and to check your junk mail folder**

- I don't see my home address listed. What should I do?

All addresses are based on metro property tax/parcel data. Homeowner mailing addresses can differ from the tax/parcel address, so please check your property tax records for your parcel address if it is not shown after a search. If you are still unable to locate your address, please contact the 311 Call Center at **311 or 862-8750** to speak with a customer service representative. You may also contact us via e-mail at: <http://www.nashville.gov/Public-Works/Forms/Request-Customer-Service.aspx>

- My Trash and/or Recycle account is showing 'inactive' status. What does that mean and how can I activate?

If your home is in the Nashville/Davison County Urban Services District (USD), you have the option to participate in Public Works' curbside trash and/or recycling programs. If your account information indicates that it is inactive for either service and you wish to participate, please contact the 311 Call Center at **311 or 862-8750** to speak with a customer service representative. You may also contact us via e-mail at: <http://www.nashville.gov/Public-Works/Forms/Request-Customer-Service.aspx>

## Glossary of terms

**USD** – Metro Nashville's Urban Service District is a geographic area of the county that is classified to receive certain services as part of the property tax rate and payment.

**GSD** – Metro Nashville's General Service District is a geographic area of the county (outside the USD) that is classified to receive certain services as part of the property tax rate and payment.

**ROW** – Right-of-Way is the area that encompasses the roadway and distance from the center of the roadway that Metro maintains. ROW varies depending on the roadway, topography and other factors.

**Need further assistance?**

**Contact us at 3-1-1, 862-8750 or at**

<http://www.nashville.gov/Public-Works/Forms/Request-Customer-Service.aspx>