



IMPORTANT INFORMATION ABOUT YOUR NEIGHBORHOOD STEP SYSTEM

Part of our work as your water utility involves maintaining the underground lines and services that power everyday life in your home and neighborhood. With that in mind, we'd like to ask a small favor.

It's critical to the value of your home and your neighbors' homes that your STEP field be kept clear and undisturbed.

Because of the value of a STEP field to the subdivision, CUD encourages homeowners to keep the fields open and undamaged. The soil that makes up a STEP is termed "virgin soil" because it has been untouched for many years – maybe even centuries. That soil plays a vital role in wastewater absorption.

Threats to STEP fields include items dumped onto the space itself, which could include potted plants, Christmas trees, and construction materials. Inside your home, there are certain items you should avoid flushing as they can damage your septic tank. These include plastics and rubber items, chemicals, coffee grounds, cigarette butts, and paper items other than bath tissue.

Homeowners are also asked to avoid building any permanent or temporary structures on STEP field soils. If a STEP field is damaged, it's deemed unusable. A STEP field must be at least 25 feet from any developed area.

If any problem with the STEP system occurs, CUD should be called first. CUD is responsible for maintenance of the system. Customers will sometimes call a plumber only to learn that the tank needs pumping, and the customer is then charged for the plumber's service call.

Some words of wisdom from CUD Wastewater Supervisor Joe Fisher ...

"If a property is going to stay viable and maintain or grow its value, the STEP field must be maintained. Without wastewater treatment and disposal, even a million-dollar home would nosedive in value."

"It's not feasible to run city sewer beyond the city limits. The expense would be extraordinary, and the homeowners would have to absorb the cost."

"Rutherford County is basically one big limestone rock, so water doesn't drain easily. You wouldn't want to build a home on a floodplain, but we can place a STEP field there."

"CUD can use what's considered unusable property to place a STEP field. A lot of homes and subdivisions wouldn't exist without STEP fields."

"STEP fields with recirculating sand filters (RSF) carry a low cost of materials because we use naturally occurring materials. You're talking about rocks, dirt, and sand that work with the pumping system."

How The Water Gets Cleaned

A STEP field uses natural processes – along with a bit of technology from CUD – to cleanse the wastewater. Starting at a homesite, wastewater flows through a septic tank to drop solids and is then pumped back to the sand filter.

The water passes through a sand filter five times before – here comes the technology part – an ultraviolet (UV) light provides final disinfection. CUD added UV light as additional protection for its customers.

After UV treatment, the wastewater moves to the STEP field for final disposal. Each STEP field is tested by state-licensed soil scientists to ensure the soil can absorb the water. CUD tests each STEP system's sand filter monthly for chemicals, contaminants, and levels of oxygen.

Advantages of STEP fields with RSFs

The design of RSFs on STEP fields provides benefits for homeowners. The materials needed to build an RSF typically involve plastic pipes that are smaller and less expensive than conventional sewer pipes, which saves money for the homeowner. These smaller pipes reduce seepage of wastewater and can be routed around trees and houses, preventing disruption to the environment.



What to Do If Your STEP System Alarm Sounds

Call Consolidated Utility District at 615-893-7225 if the alarm activates (it will sound like a smoke alarm).

The alarm can be silenced by pushing the light located directly above the "PUSH TO SILENCE" label on the front of the control panel or the silence toggle switch on the left side of the control panel. With normal use, the tank has a reserve storage capacity to last for another 24 to 48 hours.



If your STEP system needs service after normal business hours, CUD has on-call technicians who will visit your STEP field

and access the control room to diagnose and address the issue.

CUD maintains the STEP field and RSF and runs a variety of biological tests each month. We are also monitored to ensure compliance with all local, state, and federal health and environmental laws.

How to reach Consolidated Utility District



- www.cudrc.com
- CUDcustomerservice@cudrc.com
- Account access: connect.cudrc.com
- Facebook: CUDRC



Customer Service:
(615) 893-7225



709 New Salem Highway
Monday - Friday, 8:00 a.m. - 4:30 p.m.