

## News for Our Customers

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### From Our General Manager ...

Welcome to the first edition of our newsletter specifically for our customers! All of the content in each issue was gathered with your needs in mind. At CUD, we're blessed to serve a county that's rated as [one of the best places to live in America](#), and you're the reason Rutherford County is so prosperous.

In this issue, you'll find news you can use, as well as updates and metrics on CUD's growth (including the expansion of our water treatment plant).

Thanks for opting to receive this newsletter. We're looking forward to serving you throughout the year. **You can also find us on Facebook at CUDRC.**

--Bill Dunnill  
General Manager



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### Preventing Frozen Pipes Can Save You Money

Winter is upon Middle Tennessee, and [freezing pipes can be a concern for residents](#).

As water freezes, it expands and causes pressure on pipes and they can burst as a result. Damage can occur to the pipes and other areas of the home, which can mean expensive repairs. **So taking these seven precautions against frozen water pipes is always a good step ...**



- Close crawl space vents and also keep garage doors closed as well.
- Keep your thermostat at a minimum of 65° F. If you have to travel, do not let the temperature go below 55° F.
- In extreme cold temperatures let water drip from a faucet. Even the smallest series of drops can help prevent frozen pipes.
- Consider wrapping your pipes in heating tape, newspaper, or even pool noodles.
- Open the cabinet doors beneath your indoor faucets to let the warmer air surround the pipes.
- For outdoor items such as water hoses, make sure they are detached from water faucets.
- Though it's initially more costly, you may wish to add insulation to your attic and basement/crawl

spaces. This not only helps to prevent your pipes from freezing but also helps you save money on your utility bill.

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## Expansion of Water Treatment Plant

Because Rutherford County is growing so fast -- between newcomers and new businesses -- our water supply is more important than ever. Later this year, the K. Thomas Hutchinson Water Treatment Plant will increase its production capacity from 16 million gallons per day to 30 million gallons per day.



["When you see the area's population growth"](#) -- USA Today

ranked us at number 12 -- and how attractive Rutherford County is to residents and visitors, expansion of the plant is a must-have," notes CUD General Manager Bill Dunnill. "Our largest customers tend to be apartment complexes, schools, and healthcare facilities. All of those sectors understandably grow as more people move here."

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## 7 Facts About Consolidated Utility District

Where does CUD get its revenue? Is it a for-profit company? Who owns CUD?

These are some of the questions we hear most often. So here's a list of seven facts about how we operate:



- Basically, our ratepayers own CUD. All profit is used to pay down debt or is reinvested in the system.
  - **We receive no tax dollars.** CUD is funded by tap fees and monthly bills only.
  - CUD is nonprofit and considered part of county government.
  - We are subject to all Tennessee government meeting laws.
  - We operate by EPA and TDEC/state conservation standards.
  - CUD was founded to provide safe water to rural areas.
  - State law allowed the creation of CUD, thanks to the Tennessee Utility District Act of 1937.
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## Where The Money Was Spent

In 2019, CUD placed just over \$38 million toward nine water service improvements in the county. These upgrades ranged from rural water line extensions to new connections to storage tanks and the water treatment plant expansion. In a number of cases, these projects resulted in greater water availability for fire protection.

Hat tip to the [Murfreesboro Post for their coverage](#) of our Capital Improvement Plan.

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## Notable 2019 Accomplishments

To give you a sense of the numbers behind CUD's work throughout the year, here's a breakdown from some of our departments ...

To give you a sense of CUD's workload, see the following numbers from 2019.

>> In 2019, CUD's **Engineering Team** handled ...

- 356 service orders (this includes checks of pressure and flow)
- 444 flow tests of fire hydrants
- 692 bacteriological tests for new water mains and repairs
- Water availability requests for 62 commercial lots, 2,010 multi-family lots, and 7,289 single-family lots.



>> While managing miles of waterlines in the county, the **Maintenance Team** ...

- installed 2389 new water taps
- repaired 900 leaks ranging from service lines to main lines
- repaired 932 yards after line repairs



>> CUD's **GIS** (geographic information system) **Team** is the utility's eye in the sky. Using imagery from satellites and drones, they're able to pinpoint the locations of our assets in the county -- which helps CUD better manage its inventory.

- The team took 34,113 GPS snapshots in 2019
- The team also surveyed 57.15 miles of water lines



In October 2019, CUD signed a \$1.3 million contract with Itron, an energy and water management company, [to improve metering capabilities for Rutherford County's water distribution.](#) CUD's plan will phase out existing meter reading infrastructure in favor of smart water communication modules that provide an ongoing data feed, which can also help with leak detection.

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## Neighbor-4-Neighbor

As Rutherford County endures winter's chill, here's a simple way to be mindful of those in need. CUD has a program called [Neighbor-4-Neighbor](#) designed to encourage our ratepayers to care for those less fortunate.

Through Neighbor-4-Neighbor, you can make a contribution of \$1, \$2, or \$3 on your monthly bill to help others pay for their water service. You can also make a one-time contribution of any amount.

