

News for Our Customers

From Our General Manager ...

We've now turned the page on the previous year and have our feet firmly planted in 2021. With colder temperatures, we encourage our ratepayers to protect their water pipes while also staying hydrated. It's human nature to not drink quite as much water during winter because we're not sweating, and we often don't feel thirst as acutely. Yet our bodies need water every day to function smoothly.



WILLIAM DUNNILL
General Manager

So drink up, y'all. And as always, [like us at CUDRC.](#)

--William "Bill" Dunnill
General Manager

How to Protect Your Pipes This Winter

As water freezes, it expands and causes pressure on pipes. As a result, the increased pressure can cause pipes to burst. This can lead to an expensive repair for your home. That's why [it's important to take the following precautions](#) to avoid damage to your pipes this winter.



- If your home has a garage, keep the door closed -- and also close crawl space vents.
- Keep your thermostat at a temperature of at least 65 degrees.
- During times of extreme cold, let water drip from a faucet. Even small

drops will help prevent frozen pipes.

- Consider wrapping your pipes in heating tape or even newspaper. The tape only needs to be about 1/4 inch in thickness around the pipe to help with insulation.
- For outdoor items, such as water hoses, be sure to remove them from water faucets. If your home has a swimming pool, the water should be drained.
- For a more comprehensive solution to insulate your home against the cold, consider adding insulation to your attic and basement or crawl spaces. Then seal off any cracks and openings around windows, doors, and sill plates in your home.

Our Board Meetings Are Open to the Public



CUD holds Board meetings each month, and all of those meetings -- in accordance with state law -- are open to guests from the public. The year's slate of meetings is [now available on our website](#).

If you're interested in attending, we're located at 709 New Salem Highway. We'll be glad to include you in our agenda for the meeting.

Our Board of Commissioners consists of five members, all of whom are customers, as well as three advisory members.

We Don't Make New Year's Resolutions, But ...

As a public utility, we don't typically create New Year's resolutions for ourselves. However, we do the next best thing. We pursue a renewed commitment to the Core Values that our employees know and that our new hires hear about when they join CUD. This is how we will continue to serve Rutherford County in 2021 ...

Core Values of Consolidated Utility District

- Honesty
- Loyalty
- Ownership
- Quality
- Reliability
- Respect
- Self-motivation
- Teamwork



Honesty: You simply have to live up to your word.

Loyalty: Homes and businesses are our customers, and we believe in treating our customers like family.

Ownership: Whatever you sign your name to and whatever work is associated with your efforts is linked to you permanently.

Quality: The determination to not only achieve a desired outcome but also to

do it with excellence.

Reliability: Show up when you say you will show up, and accomplish what you say you will accomplish.

Respect: As you expect a certain degree of courtesy and good manners from others, you should provide the same.

Self-motivation: Because you have to want to serve the day-to-day needs of your county.

Teamwork: None of us meets success purely on our own. So let's appreciate the work of our teammates and contribute our best when we're asked.

Notable Accomplishments in 2020

Much of our work falls into three categories: water quality, maintenance of infrastructure, and support of residential and commercial growth. That said, here are some key statistics related to CUD's efforts in 2020 ...

- Completed the expansion of the K. Thomas Hutchinson Water Treatment Plant, which now delivers a capacity of up to 30 million gallons of water per day.
- Added 43 miles of water lines to our existing network of over 1,400 miles of pipe in Rutherford County. For reference, 1,400 miles is greater than the distance from Murfreesboro to Albuquerque, New Mexico.
- Flushed more than 4.6 million gallons of water and tested over 650 samples for bacteria during repairs of existing lines and at sites of new water mains.
- Flow-tested more than 420 fire hydrants.
- Processed water availability requests for over 7,100 homes.
- Maintained more than 6,600 STEP tanks through Rutherford County.
- Sold over 4 billion gallons of water in 2020.

