

News for Our Customers

From Our General Manager ...

We know your lives have been greatly impacted by the COVID-19 virus and what it's done to our county and our nation. However, it's important for you to know that your water supply is well protected and that CUD has taken measures to keep its employees healthy, safe, and available 24/7.

We will continue to make sure you have clean, pure water at all times. Thanks for opting to receive this newsletter. We have slightly less content in this issue because we know you have other items on your mind. **You can find us on Facebook at CUDRC.**

--Bill Dunnill
General Manager

Since School Is Out, Kids Are Out

Here are safety tips to keep in mind as you drive around Rutherford County ...

- Since school is out, children may be preoccupied and forget the rules of the road. Use extra caution when driving through school zones.
- Watch for clues. A hockey net or bicycle in the road or on the sidewalk can mean kids are playing nearby.
- Always watch for small children as you're backing your vehicle. Use a backup camera or a spotter when backing.
- Use caution when driving in areas where there are community playgrounds and parks.
- Drive defensively. New teenage drivers will be on the road, and children will be bicycling and running in the streets. It's important to be vigilant.



Words of Wisdom From Our Experts

From Chris Forte, manager of the K. Thomas Hutchinson Water Treatment Plant: "Most of the expansion at the plant is in service, and we are ready to serve the county for the foreseeable future. It's important

for our ratepayers to know that we feed chlorine and chlorine dioxide, both of which effectively kill microorganisms such as bacteria and viruses."

From Wastewater Supervisor Joe Fisher: "We say it a lot, but it bears repeating -- Watch what you flush. Toilet paper is the only manufactured product that should be flushed."

From Director of Engineering Alan Stuemke:

- "Call TN811 before you dig. This includes planting trees, shrubs, fence posts, etc. -- anything that involves digging more than 12 inches deep.
- For all commercial accounts and residential accounts with irrigation sprinkler systems, please remember to keep your backflow preventor testing up to date.
- Fire hydrants are there to protect everyone's property, so please do NOT 'hide' them with landscaping. Every second counts in a fire emergency. Being able to quickly spot, access, and operate a fire hydrant is critical."

From Director of Operations Bryant Bradley: "Since home improvement stores are seeing heavy traffic with folks doing home and yard projects, the following are concerns from our standpoint:

- Dumping of grass cuttings and debris over the fences on the drip fields of STEP systems
- Landscaping on top of STEP tanks and around the manhole risers, which makes it difficult to access the pumps
- Large shrubs in front of the wastewater control panel at the customer's house

There should be a minimum of 20 feet cleared around STEP tank manholes. Mulch is fine in these areas. However, there should be no shrubs or trees. **While contractors believe that no tree is safe to plant close to a septic system, certain species are definitely unsuitable.** This includes elms, gum trees, cypress trees, maples, birches, walnut trees, poplars and willows."

Keep Paper Products and Wipes Out of the Pipes

We're asking all ratepayers to keep paper towels, napkins, and disposable wipes out of toilets. **Please DO NOT flush paper towels, napkins, or disposable wipes.** These items can cause a blockage or an overflow in your home and may even impact your entire neighborhood.

[An article in the March 17 USA Today](#) noted the dangers to wastewater systems posed by even wipes that are marketed as flushable.



From the article: "Each toilet flush heads from home piping to a community's pipes, pumps and grinders for eventual treatment. The system accommodates toilet paper, which is made to disintegrate quickly in water. But wipes, diapers and other materials, which don't break down as readily, tend to clog pipes."

Neighbor-4-Neighbor

Here's a simple way to be mindful of those in need. CUD has a program called [Neighbor-4-Neighbor](#) to encourage our ratepayers to care for those less fortunate, especially now when so many people have been affected by COVID-19 and the recent tornadoes.



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.

