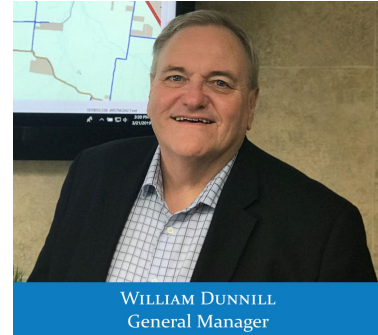


News for Our Customers

From Our General Manager ...

Clean water is essential to our society. That's why our water treatment plant uses a variety of processes to purify the water before it reaches your tap at home or in your workplace.

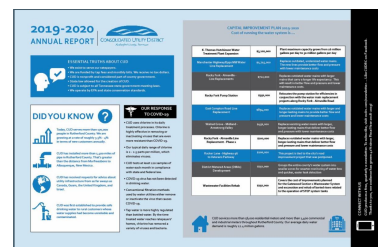


That mindset applies to how we face COVID-19 as well. Every person in Rutherford County is in control of his/her individual actions, and we need to make efforts to protect our fellow man as well. The Tennessee Department of Health and Johns Hopkins University recommend two key actions we should all be taking: **1) Wash your hands frequently.** **2) Wear a mask when you're in public.** Do it to protect yourself and to protect others.

--William "Bill" Dunnill
General Manager

Annual Report

CUD will publish its first-ever Annual Report next month. You can access it on our website (www.cudrc.com) starting on July 30, and ratepayers will receive it in their printed billing statements no later than September.



What makes this document unique is its look. This 11x17 infographic will be folded to fit inside the envelope to keep our postal and production costs low.

The content of the report will give our ratepayers a comprehensive look at what CUD accomplished during the past year and our vision for the year ahead. In addition, you'll learn about the accomplishments of our departments and the professional courses our employees and staff take to stay at the forefront of our industry.

5,000th Fire Hydrant

CUD reached a milestone in fire protection for the county by servicing the 5,000th fire hydrant in our service area. The hydrant is located on the corner of Conhocken Court and Alta Lane. This speaks to the growth of CUD as a utility and also to the continued rapid residential and commercial growth of Rutherford County.



In addition, CUD recently provided upgrades to the available water flow for hydrants in the back half of the county's Buchanan Estates subdivision, [a change from orange tops to green tops](#). The color-coded tops of fire hydrants provide information about the availability of water for fire protection.

When CUD flow tests a fire hydrant to evaluate its function, we ensure the hydrant opens and closes properly, we inspect the caps and safety chains, and we ensure the hydrant is painted the proper color. We also repaint older fire hydrants when our schedule permits.

It's worth noting that CUD does not place fire hydrants -- except as part of construction. Individuals or a group of individuals [may request to have a hydrant installed](#) at a specific location.

Make Sure Rutherford County's Voice Is Heard

Being counted as part of the 2020 Census is a civic duty vital to our community's financial health and well-being. Because COVID-19 has shuttered many businesses and displaced workers, it's more important than ever to make sure Rutherford County receives its proper share of state and federal financial support.



Rutherford County could receive an estimated \$1,100 annually for each person counted, meaning a 2020 count showing a 20,000-person population increase would equal an extra \$22 million in federal funds.

The U.S. Census can be completed online in just minutes. For more information, go to www.2020census.gov. Residents wanting to complete the census questionnaire online but can't locate their Census ID can go www.my2020census.gov and follow instructions.

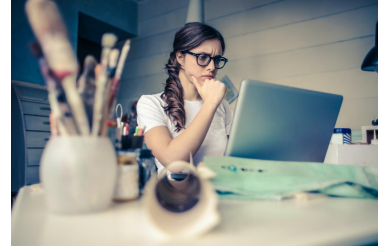
As mandated by the U.S. Constitution, the census is a once-every-decade count of everyone living in America. The results help to determine how an estimated \$675 billion in federal funding flows into states and communities each year.

Protecting Your Online Data

Cybercriminals test CUD's defenses quite often. Last year, there were 250,180 attempts to compromise our firewall.

That's 685 attempts per day. None were successful. So let us offer these tips ...

- Do NOT open an email from a source you don't know.
- If you get an email from a trusted, known source but they are asking you to provide information or click on a link, DON'T.
- If you receive any email asking you to supply personal data, DON'T.



Considering how much of our lives are spent on our smartphones, you should [check out these helpful iPhone security settings](#). When it comes to your personal and financial information, it pays to keep your guard up.

Neighbor-4-Neighbor

For families in our county who struggle to make ends meet, [Neighbor-4-Neighbor](#) assists customers who need short-term help in paying their residential water bill. Given these uncertain times, your gift to Neighbor-4-Neighbor could make a significant impact in someone's life.



You can contribute \$1, \$2, or \$3 through your monthly bill, or you can provide a one-time contribution. Just print out our online form and return it with your bill payment.

If you pay by [bank draft](#), you can print the online form, fill it out, and mail it to our office at:

709 New Salem Highway
Murfreesboro, TN 37129

[Like us on Facebook at CUDRC.](#)

Three Episodes Available

"What's in Your Water" is CUD's monthly podcast, and the content is available on Apple iTunes and Google Play. Each edition is 15 minutes or less, so it's easy to hear an entire program during your commute.

- Episode 1: Intro from our General Manager/CUD has a drone pilot
- Episode 2: Cybersecurity and infrastructure/Follow the water
- Episode 3: Our county is growing fast. Do we have enough water?

