

News for Our Customers

From Our General Manager ...

In my first few months on the job, I discovered two things quickly. First, our staff and employees truly love and enjoy their work, knowing that they provide an essential service to Rutherford County every day. Second, I've fallen in love with the whole area. Murfreesboro and the surrounding communities are not only rapidly growing and wonderful places to live, they're also home to the most welcoming folks I could hope to meet.



So I'm grateful for the opportunity to serve as General Manager. As always, [like us at CUDRC](#) and [follow us on LinkedIn](#).

--Roger Goodson
General Manager

Developer Fee Structure

For several years, [CUD has provided engineering consulting services](#) to developers without adjustments to our rates. After an analysis to our fee structure, we learned that those rates required an increase to be brought in line with the value of the services CUD provides.

Design Activities	PROPOSED FEES		EXISTING FEES	
	Flat	Per Lot	Flat	Per Lot
Commercial Site - Water	Custom per site ***		Custom per site***	
Residential Subdivision - Water		\$45		\$45
*** Per quote from James C. Hailey Company for each site.				
Inspection Activities	PROPOSED FEES		EXISTING FEES	
	Flat	Per Lot	Flat	Per Lot
Commercial Site	\$700 per water meter vault requiring inspection		****	
Residential Subdivision - Water Distribution On-Site		\$160		\$25
Residential Subdivision - STEP Collection		\$100		\$25
Residential Subdivision - STEP Tank & Plot Plan		\$500		\$500
Other Fee Basis				
Residential Subdivision - STEP Treatment	\$250 per 1,000 GPD Treatment Capacity			\$75
Residential Subdivision - Water Distribution Off-Site AND Commercial Site with > 100' of water main	\$50 per 100' of water main installed			
**** Calculated as 40% of James C. Hailey Company Design Fee				

We recently emailed area developers to inform them of these adjustments and to define exactly which services would incur higher rates. Ultimately, development must pay for itself.

CUD Is On the Air!

On Sunday, July 11, [WGNS Radio](#) and the [Edwin Lee Raymer Show](#) hosted CUD for an on-air discussion of how the water system provides a foundation of support to every home and business in Rutherford County.



The [podcast of the show](#) is available here, and the talk covered everything from the science of water to our distribution network to cybersecurity.

2020 Water Quality Report: The Video

If a printed billing statement arrives in your mailbox each month from CUD, you should have received a copy of our 2020 Water Quality Report during June. On the front page of the report was an unusual image: a black and white square code -- also known as a QR (quick response) code.



When you scan the code, [you're taken directly to the video version of our report.](#)

The video runs about 2 1/2 minutes, and CUD developed this presentation as an alternative to the printed document because some of our ratepayers prefer visual learning.

Maintenance for STEP Systems

Over the past few months, CUD has sent hundreds of letters to subdivisions in Rutherford County explaining maintenance on STEP Systems (Septic Tank Effluent Pump).

These letters have detailed our processes and timeframes for upgrades and replacements of STEP riser lids



(green-colored manhole covers) in ratepayers' yards. Due to wear and tear over several years, the old lids reached a point when replacement became necessary to maintain wastewater infrastructure.

As these lids are removed and replaced, CUD makes every effort to minimize the disturbance to our ratepayers' yards both during the work and after -- when we backfill the soil in the area affected.

Keeping the STEP Systems in working order is a must-have for subdivisions throughout the county. Replacement of the lids is an ongoing process that is dependent on weather and the supply chain. This will likely take several more months and involve a large number of subdivisions. CUD tanks you in advance for your patience.

A New Honor in Workplace Safety

CUD congratulates our [Safety Director Patricia Rissler](#) for earning [CSP \(certified safety professional\) certification](#).

The CSP is the premier certification in the safety industry and is the final step to recognition of the highest level of knowledge and training for certified health and safety professionals.

In addition to this newest achievement, Patricia also carries an impressive knowledge base with seven certifications from OSHA and FEMA and nearly three years as a sonar technician in the U.S. Navy.



Patricia Rissler

Our 2nd Social Media Platform

[Our Facebook page](#) was just the first step in reaching Rutherford County -- and beyond -- through social media. Eighteen months ago, we had 150 fans. Today, we have nearly 1,200.

Now, [we've established a LinkedIn page](#) to help CUD recruit talent and provide



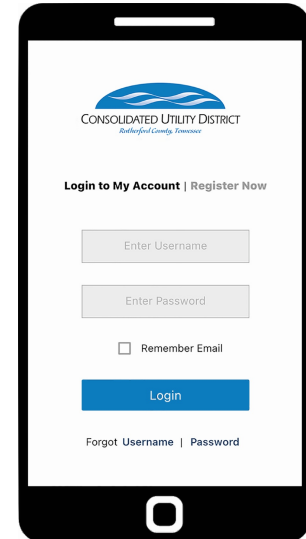
leadership in our industry. As a nonprofit, publicly-owned utility, we know it's vital to live out transparency, dedication, and innovation. Providing helpful content and updates about job openings through LinkedIn offers us another avenue to accomplish that purpose.

A Strong Launch for the myCUD App

As of June, myCUD had more than 4,000 downloads among our ratepayers. **As a reminder, myCUD is available for iPhone and Android on the iPhone App Store and the Google Play Store.**

myCUD provides a number of customer-friendly functions including ...

- 24/7 access to your account
- Your billing history
- One-click contact with Customer Service or CUD's Facebook page



Future upgrades are expected to include links to career opportunities and water service alerts.

Notable Stats from January - May 2021

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.

Water Treatment Plant

- Maximum daily flow: 18.66 million gallons
- Average daily flow: 12.31 million gallons
- Total gallons pumped year-to-date: 1.861 billion gallons

STEP Systems

- Through the end of May, CUD had 64 recirculating sand filter treatment systems in service with 6,955 STEP tanks in operation (an increase of 69 units from the previous month).
- CUD had also installed a total of 504 STEP tanks from January through May.

Engineering

- 1.1 million gallons flushed
- 146 flow tests for fire hydrants
- 102 bacteriological samples tested for new water mains and repairs

- 33 water service availability requests approved
- 438 subdivision plans reviewed and/or plats signed
- 98 site plan and build codes reviewed

Maintenance

- 1,285 new taps installed
- 162 water leaks repaired
- 212 yards repaired
- 59 meter boxes replaced
- 79 meter yokes repaired/replaced



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