

News for Our Customers

From Our General Manager ...

Football. You can practically feel it in the air. High school Friday nights, SEC Saturdays, and the Titans on Sundays.

Water plays a role behind the scenes at every game played on grass. Irrigation is vital to keeping lush green grass in good shape for the game. In fact, [turf needs 1-2 inches of water per week during the growing season.](#)

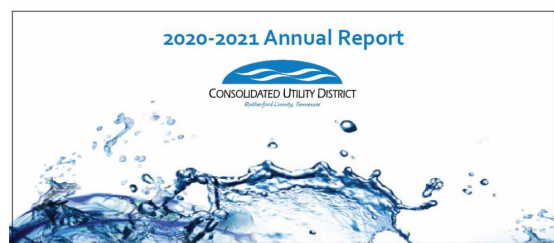


Don't even get me started on how much water you need for sports drinks and concessions. Anyway, enjoy football season. The holidays are just around the corner. And as I've mentioned before, [like us at CUDRC](#) and [follow us on LinkedIn.](#)

--Roger Goodson
General Manager

In the Interest of Transparency ...

[CUD has produced its newest Annual Report](#), which will reach mailboxes in late October and November and carries information such as:



- A breakdown of how much water was produced over three years to supply the growing needs of Rutherford County
- Simple actions you can take to protect your personal data online
- A discussion of our improvements in water loss

- Year-over-year growth in our STEP systems (Septic Tank Effluent Pump) that serve subdivisions throughout the county
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This Video Could Be a Lifesaver

Multitasking doesn't work behind the wheel, and that's something law enforcement wants us all to understand. In some places, distracted driving leads to more crashes than drunk driving.



[This brief video](#) gives some important insights from a police officer's point of view.

Cybersecurity Never Sleeps

October marks [Cybersecurity Awareness Month](#). Though cyberattacks are part of today's digital landscape, we all wish they weren't. As a public utility, however, we cannot and will not allow ourselves even a moment of digital vulnerability.



That's why our IT Director has an extensive background in cyber-defense. [In this article](#), he explains how CUD protects itself against hackers, and he offers eight ideas for protecting your personal data.

Why Chlorine Is Your Ally Against COVID-19

Though you smell it most often near a swimming pool, [chlorine is crucial to safe drinking water](#). The usage of chlorine as a disinfectant dates back to the late 19th century in England, and the chemical kills viruses that are even stronger than COVID-19.

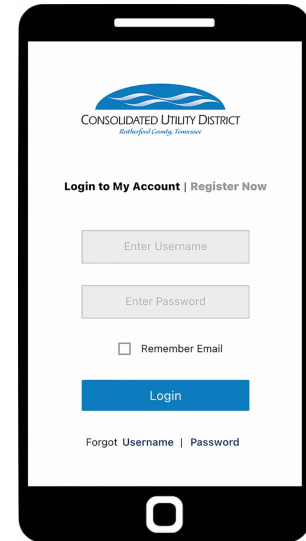


Strong Numbers for the myCUD App

As of September, myCUD had earned more than 5,400 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



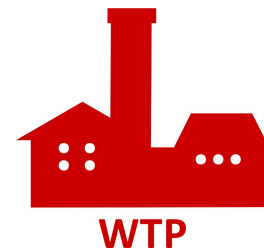
Future upgrades are expected to include links to career opportunities and water service alerts.

Notable Stats from the Third Quarter 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.

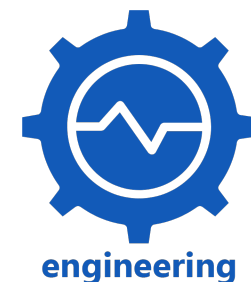
Water Treatment Plant

- Gallons pumped for ratepayer usage
 - 467.96 million gallons in July
 - 456.39 million gallons in August
 - 424.02 million gallons in September



Engineering

- Gallons flushed
 - 289,123 in July
 - 366,151 in August
 - 265,166 in September
- Flow tests for fire hydrants
 - 18 in July
 - 46 in August
 - 23 in September
- Bacteriological samples tested for new water mains and repairs
 - 46 in July
 - 29 in August
 - 60 in September
- Water service availability requests approved
 - 9 in July
 - 6 in August
 - 4 in September



Information Technology

- Phishing/malware attempts stopped to prevent online hacks:
 - 148 in July
 - 122 in August
 - 181 in September



Maintenance

- New taps installed
 - 235 in July
 - 243 in August
 - 216 in September
- Water leaks repaired
 - 48 in July
 - 52 in August
 - 52 in September
- Yards repaired
 - 59 in July
 - 39 in August
 - 43 in September

