

**DO I NEED TO TAKE SPECIAL PRECAUTIONS?**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about personal sanitation, food preparation, handling infants and pets, personal lifestyle, bottled and tap drinking water from their healthcare providers. **EPA/CDC guidelines on appropriate means to lessen risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).**

**HOW CAN I GET INVOLVED?**

Our Water Board meets at 1:00 p.m. on the fourth Tuesday of every month (unless otherwise advertised) at the utility office located at 709 New Salem Highway. Please feel welcome to attend.

The Commissioners of Consolidated Utility District serve four-year terms. Vacancies on the Board of Commissioners are filled by appointment by the Rutherford County Mayor from a list of three nominees certified by the Board of Commissioners to the Rutherford County Mayor to fill a vacancy. Customers can submit the names of qualified nominees.

Decisions by the Board of Commissioners on customer complaints brought before the Board of Commissioners under the District’s customer complaint policy may be reviewed by the Utility Management Review Board of the Tennessee Department of Environment and Conservation pursuant to Section 7-82-702(7) of Tennessee Code Annotated.

**Customer Complaints**

Any customer or potential customer of CUD will have the right to voice a complaint and shall receive courteous consideration. If a customer is dissatisfied with a decision of District employees, staff and/or management, the customer may appeal to CUD’s Board of Commissioners at the regularly scheduled monthly board meeting.

**Other Information**

Water is considered the universal solvent and can be affected by anything it contacts. As the body of knowledge grows about the world around us, new regulations and techniques to gauge and guard water purity are inevitable.

Consolidated Utility District shall meet all regulations set forth by the United States Environmental Protection Agency and the Tennessee Department of Environment and Conservation. **If you have any questions about this report or treatment/testing procedures contact Chris Forte (Director of Water Resources) at (615) 895-4296.**

CUD reads every water meter and bills each customer every month. In the event of an abnormally high meter reading, we will attempt to alert the customer. **Payment may be made at our drive-up window, payment counter, by mail, by bank draft, personal check or debit/credit card via phone, online at [www.cudrc.com](http://www.cudrc.com), through the myCUD app, or by night deposit.**

CUD receives no tax revenue from City, State or Federal governments, but relies solely upon our rates and fees for operational funding.

**Pharmaceuticals in Drinking Water**

Flushing unused or expired medicines can harm your drinking water. Learn more about disposing of unused medicines at [www.tn.gov/environment/sustainable-practices\\_unwanted-prescriptions.shtml](http://www.tn.gov/environment/sustainable-practices_unwanted-prescriptions.shtml)

**Water System Security**

We urge the public to report any suspicious activities at any utility facilities, including treatment plants, tanks, fire hydrants, etc. to 615-893-7225.

Visit our website at [www.cudrc.com](http://www.cudrc.com) If you have any questions about this report or treatment/testing procedures, contact Chris Forte (**Director of Water Resources**) at 615-895-4296.

Este informe contiene información muy importante. Tradúscalo o hable con alguien que lo entienda bien.



# 2021 Water Quality Report

## Consumer Confidence Report

### KEY HIGHLIGHTS

**Your drinking water is safe and meets all of EPA’s health standards. The proof is found in the chart inside this report.** Thanks to the work of the K. Thomas Hutchinson Water Treatment Plant, our water meets or exceeds all state and federal requirements for drinking water.



**Our water system obeys the rules that govern our operations. We test our water at least 120 times each month.** The State of Tennessee and EPA require us to test and report on our water to ensure its safety. Results of unregulated contaminant analysis are available upon request.



**We use chlorine each day to disinfect your water.** The typical dosage is at a rate of 2 to 2.5 parts per million in our treatment process. Chlorination is required by Tennessee state law, and more than 90 percent of all U.S. water treatment systems use some type of chlorine disinfection process. Chlorine is also considered effective in eliminating COVID-19.



**Consolidated Utility District receives no tax revenue from city, state or federal governments.** We rely solely upon our rates and fees for operational funding. Any profits we generate are re-invested into capital improvements and debt reduction.



**Community water systems operate by more stringent testing and reporting rules than bottled water companies.** Plus, for most of our ratepayers, one gallon of water costs approximately one cent. To purchase a case of bottled water, you typically spend several dollars. The plastic bottles require 350-500 years to break down in a landfill.



[www.cudrc.com](http://www.cudrc.com) • Facebook: CUDRC • myCUD app • [www.cudrc.com/newsletter](http://www.cudrc.com/newsletter)



709 New Salem Highway  
P.O. Box 249  
Murfreesboro, TN 37133-0249  
615-893-7225 Fax: 615-225-3341

**LEARN MORE >>>**

WHERE IS THE SOURCE OF MY WATER?

The high quality and quantity surface water source is located at the East Fork of the Stones River (J. Percy Priest Lake). Our goal is to protect our water from contaminants, and we work with the State to determine the vulnerability of our water source to potential contamination.

The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible, moderately susceptible or slightly susceptible based on geologic factors and human activities near the water source. Consolidated Utility District’s sources rated as reasonably susceptible to potential contamination. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

WHY ARE THERE CONTAMINANTS IN MY WATER?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. For information about contaminants and potential health effects, call the Safe Drinking Water Hotline (800-426-4791).

Contaminants That May Be Present in Source Water

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

Lead in Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Consolidated Utility District is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the **Safe Drinking Water Hotline (800-426-4791) or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead)**.

\* An explanation of Tennessee’s Source Water Assessment Program, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at [www.tn.gov/environment/dws/dwassess.shtml](http://www.tn.gov/environment/dws/dwassess.shtml) or you may contact the Water System to obtain copies of specific assessments.

**Cryptosporidium:** Cryptosporidium is a microbial parasite which is found in surface water throughout the U.S. Monitoring of our source water did not indicate the presence of cryptosporidium.

While the most commonly used filtration methods cannot guarantee 100 percent removal, the treatment techniques employed at our water treatment facility minimizes the probability of Cryptosporidium oocyst in your drinking water. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immuno-compromised people have more difficulty and are at greater risk of developing a severe, life threatening illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. **For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).**

**Trihalomethanes:** Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and MAY have an increased risk of getting cancer, although this has NOT been proven by any means.

To ensure that tap water is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Consolidated Utility District’s water treatment processes are designed to reduce any such substances to levels well below any health concern. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

2021 Consumer Confidence Report for Consolidated Utility District								
Contaminant	Test Date	Unit	MCL	MCLG	Detection	Range	Sources	Violation
Lead (3)	6/9/20 - 7/28/20	ppm	AL=0.015	0	0.001 (90th percentile) All tests below Minimum Detection Limit of 0.002	N/A	Erosion of natural resources, household plumbing corrosion	NO
Copper (3)	6/9/20 - 7/28/20	ppm	AL=1.3	1.3	0.119 (90th percentile)	.015 to .3100	Household plumbing corrosion,erosion of natural deposits, leaching of wood perservatives	NO
Fluoride	Monthly	ppm	4	4	0.44 Average	0.19 to .96	Erosion of natural resources, additive to promote strong teeth, discharge from fertilizer and aluminum factories	NO
Nitrate	10/5/2021	ppm	10	N/A	0.989	N/A	Run off from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits	NO
Sodium	7/6/2021	ppm	N/A	N/A	19.4	N/A	Erosion of natural deposits	NO
Turbidity (1)	Continuous	NTU	At least 95% of monthly samples must be below .3 NTU	N/A	Lowest monthly percentage was 96.7% below .3 NTU highest level detected .60 NTU	.02 to 0.60	Natural river sediment. Turbidity is a measurement of water clarity, which aids in determining the effectiveness of our treatment process*	NO
Total Trihalomethanes (TTHMs)	Quarterly	ppb	80 4 Quarter Locational Running Annual Average	N/A	61.1 Highest Locational Running Annual Average	4 to 72.5	By-products of water chlorination	NO
Haloacetic Acids (HAA)	Quarterly	ppb	60 4 Quarter Locational Running Annual Average	N/A	49.3 Highest Locational Running Annual Average	2.1 to 64.0	By-products of water chlorination	NO
Chlorine	Daily	ppm	MRDL=4	MRDLG=4	Highest Quarterly Running Annual Average 1.83	0.5 to 4.3	Disinfectant added to kill pathogens	NO
Total Organic Carbon (2)	Monthly	TT	N/A	N/A	39% - 74% removal (25% required)	510 to 5440	Naturally present in the environment	NO
Chlorine Dioxide	Daily	ppm	0.8	MRDLG=.8	0.079 Average	0 to 0.61 Daily Range at WTP	Water additive used to control microbes	NO
Chlorites	Daily & Quarterly	ppm	1	0.8	0.708 Distribution Sample Average	0.05 to 0.99 Daily Range at WTP	By-products of water disinfection	NO
Bromodichloromethane	2/4/2021	ppm	N/A	N/A	0.00341	N/A Detection Limit .000500	Naturally present in the environment	NO
Chloroform	2/4/2021	ppm	N/A	N/A	0.0134	N/A Detection Limit .000500	Naturally present in the environment	NO
2,4-D	1/5/21 1/14/21 7/13/21	ppb	0.07	0.07	Not Detected	N/A	Herbicide from agriculture,urban stormwater runoff, and residential uses.	NO
Coliform	Total Coliform:Tested Daily (MCL = 5% of total monthly samples)			0	Highest monthly # of positive total coliform samples. 3 of 120, August	0 to 2.5%	Naturally present	NO
	E. Coli: (MCL = 0% samples)			0	0	N/A	Animal or human fecal waste	NO
	100% of samples tested negative for E. Coli. Highest percentage of monthly positive total coliform samples was 2.5%. CUD immediately resampled above, below and at the same sites where the positive coliform samples were collected. All repeat samples tested negative for Total Coliform and E. Coli bacteria.							
(1) Turbidity is a measure of cloudiness in the water. We monitor turbidity because it determines the effectiveness of our filtration system.								
(2) CUD met the treatment technique required for Total Organic Carbon in 2021. The % removal is determined from the amount of TOC removed from the source water during the treatment process and the amount of TOC remaining in the finished water. The % required is the % removal required by regulation based on treatment technique. The % removal must be greater than or equal to the % required. Alternative compliance critia was not used to determine TOC removal.								
(3) None of the homes tested for lead and copper exceeded the action level. All lead test results were below detection level.								

**AL: (Action Level)** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

**BDL:** Below Detection Limit

**MCL: (Maximum Contaminant Level)** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**MCLG: (Maximum Contaminant Level Goal)** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**MRDL: (Maximum Residual Disinfectant Level)** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

**MRDLG: (Maximum Residual Disinfectant Level Goal)** The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**NTU: (Nephleometric Turbidity Units)** A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person. Turbidity does not present any risk to your health.

**pCi/L: (picocuries per liter)** A measure of radioactivity.

**ppm: (parts per million)** Milligrams per liter (mg/l), explained in terms of money as a single penny in \$10,000.

**ppb:** (parts per billion) or Micrograms per liter (ug/L), explained in terms of money as a single penny in \$10,000,000.

**ng/L (parts per trillion)** or Nanograms per liter (ng/l), explained in terms of money as one penny in \$10,000,000,000.

**TT: (Treatment Technique)** Required process intended to reduce the level of a contaminant in drinking water.

**HAL: (Health Advisory Level)** EPA's health advisory levels were calculated to offer a margin of protection against adverse health effects to sensitive populations.

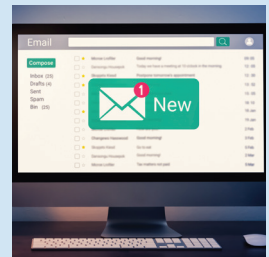


# EASY STEPS TO KEEP WATER INFRASTRUCTURE WORKING FOR YOU

Tap water in the state of Tennessee is more heavily regulated and protected than bottled water. ***Also, drinking from your tap is less expensive, with each gallon costing about one cent.*** A case of 24 bottles of water typically costs about \$5 and introduces plastics into the waste stream.



CUD protects your data with our own firewalls. To protect your personal data at home, enable the firewall on your wireless router. Also, make sure your laptop/desktop has updated malware and Operating System protection. You can develop a passphrase instead of a password. ***If your passphrase contains numbers, letters, symbols and upper case/lowercase letters and is longer than 12 characters in length, it is virtually impossible to crack.***



CUD customers benefit by understanding water infrastructure from your meter up to and including the plumbing inside your residence. ***Understanding the size and type of pipe at your meter, where the pipes enter your home, and where any valves are is very beneficial.*** You may be able to find that information from the contractor who built the home.



To protect the wastewater system that serves your home, ***please avoid pouring fats, oils, and greases down your drains.*** Those substances can produce a stoppage and cause damage to your wastewater system. ***Do not flush paper towels or baby wipes.*** If your property is on a STEP system and a problem occurs, please call CUD at 615-893-7225. If the alarm activates on your STEP system box, push the light located above the “PUSH TO SILENCE” label or the silence toggle switch on the left side of the control panel.



***You may apply for new service or transfer existing service by completing the application at <https://connect.cudrc.com/moving/start-service>***

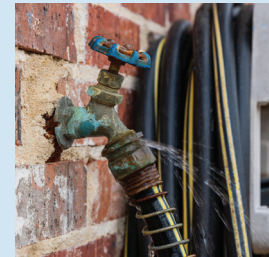
You will receive a confirmation email and a second email that schedules the order. For a transfer of service, we prefer that you log in using the credentials you previously created. By applying for the transfer within the online account, you retain your existing customer number. You will receive a new account number for the additional premise.



**CUD does not charge a fee for automatic bank drafts.** To sign-up or change your bank account information, please use our online Automatic Bank Draft Form. Your account will then be automatically drafted on your scheduled due date each month. You will still receive a bill that states how much will be drafted from your account on the due date. Make sure that your statement indicates “paid by bank draft”.



An earthy taste in your home’s water may be caused by a garden hose connected to an outside spigot, a water softener, or a whole-house filter that needs to be serviced. A metallic or sulphur-like taste may result from certain medications can leave an aftertaste – or your water system may have a cross-connection. A chlorine odor may occur due to a lack of chlorine residual when the presence of chlorine dips below 0.5 parts per million. **Consider running your water for a full minute to restore normal chlorine residual.**

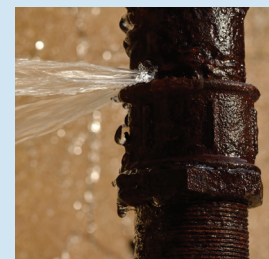


**If you notice a wet spot or water standing around a meter box, valve box or fire hydrant, please contact CUD during our normal business hours.**

If there was excavation in your yard for a leak or to install a new tap, we request your patience. Rest assured, CUD will be back to repair your yard as soon as possible, weather permitting.



Some ways to check for water leaks in and around your home: Make sure all faucets are turned off. Check underneath sink cabinets for drips. Check for leaks in the washer and dishwasher, as well as behind the refrigerator. To check the toilets, take the lid off the back. Drop 10-20 drops of red, green, or blue food coloring or dry drink mix in the back of each tank. Let the coloring sit for 20 minutes, with no stirring, flushing, or usage. **If the coloring appears in the toilet bowl, there is a leak.**



**With the myCUD app — available for iPhone and Android — you have 24/7 access to your account.** You can also view any part(s) of your billing history, reach Customer Service or our Facebook page in one click, establish and update your profile as needed, and pay a bill. To date, myCUD has been downloaded more than 8,400 times.

