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Consolidated Utility District (CUD) Earns Nearly Perfect Score on Survey From Tennessee Department of Environment and Conservation

The Tennessee Department of Environment and Conservation (TDEC) has issued a report stating that [Consolidated Utility District \(CUD\)](#) passed its state-mandated sanitary survey with a score of 596 out of a possible 599 points. That equaled an overall rating of 99.5%.

The survey documented metrics ranging from water treatment data and distribution to maintenance to records keeping and also included on-site evaluations. The survey covered the time period from March 2020 through January 2023. Typically the survey covers a window of two years. However, due to COVID-related issues, the time window was extended to nearly three years – giving this survey a larger scope.

The assessment included visits by TDEC staff to the K. Thomas Hutchinson Water Treatment Plant for onsite inspections. TDEC also examined three years of records regarding cross-connections, new taps, disinfections of new lines, water samples, policies and plans, flushing reports, and customer concerns.

The survey assessed the source water from Stones River, CUD's protection plans for the source water, laboratory facilities, and chemical compliance. For storage of finished water, the survey rated the maintenance of reservoirs, tanks, pump stations, amount of storage, and pumping equipment.

TDEC staff observed CUD personnel perform analyses of water to test for turbidity, chlorine residual, temperature, pH, alkalinity, iron, fluoride, orthophosphate, and manganese. The chlorine residual sample was taken at a location on Twin Oak Drive and was found to be within acceptable limits according to state and federal standards.

"This was a large effort as a water utility," said Randy Harrell, Environmental Coordinator for CUD. "This involved departments such as Maintenance, Water Production, Customer Service, and Inspections. These surveys help to provide accountability, and we take pride in showing our work."

"The high marks we received speak of our devotion to our ratepayers and to our Core Values as a public water utility," said Roger Goodson, General Manager of CUD. "Our goal is to always provide safe, reliable water that meets and exceeds the standards by which we're judged. Every department at CUD is motivated by that opportunity."

Since the last sanitary survey, the population served by CUD has increased to just over 208,000 individuals. To preserve standards of quality and safety, CUD already conducts a minimum of 120 bacteriological samples within the water system each month. In addition, testing is conducted continuously throughout the treatment process.

At Consolidated Utility District, we strive to be #1 through excellence and innovation. Our mission is to provide safe drinking water for all residences, businesses, and governmental agencies – meeting and exceeding all federal and state standards at the lowest possible cost with high quality, efficiency, and integrity.

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