

## News for Our Customers

**Word count: about 775 words | Reading time: about 4 minutes**

- The myCUD app is available for iPhone and Android on the iPhone App Store and the Google Play Store.
  - Take our brief [Customer Service survey](#). You could win one of five \$60 amazon.com gift cards.
  - You can find our most recent [Water Quality Report here](#).
  - Like us on [Facebook](#) and follow us on [LinkedIn](#) for news you can use, water service updates, and career opportunities.
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### From Our General Manager ...

Even when winter days are mild, we still want to keep ratepayers protected for those times when the temperatures drop to freezing and below.

So I'd like to share some basic tips for winterizing your home:

- Consider installing weather stripping, insulation, and storm windows.
- Insulate water lines that run along exterior walls.
- Have your heating system serviced to make sure it's clean, working properly, and ventilated to the outside.
- If you do not have a working smoke detector, install one. Test batteries monthly and replace them twice a year.
- Install a carbon monoxide detector to alert you of the presence of this odorless, colorless gas.
- See our webpage for more tips about [protecting your pipes](#).



--Roger Goodson  
General Manager

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**If You're New to Rutherford County ...**

... our website can answer a lot of your questions about how we serve you. For example:

- How you can [open an account with CUD](#)
- [When you can expect your first bill](#)
- How you can be [notified of planned outages](#) related to construction in your area
- An [FAQ page about the STEP system](#) that serves your neighborhood
- Need to check for a leak? Concerned about frozen pipes? [We have a page for that.](#)
- Answers to questions about [water quality](#)



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## Two Minutes of Your Time Could Earn You a Gift Card

CUD offers a brief online survey to ratepayers each year to measure your opinion of our work and how well we communicate.



For 2023, the survey runs about 2 minutes. By entering your contact information in the last portion of the survey, [you will be entered into a drawing to win one of five \\$60 gift cards from amazon.com.](#)

*Note: You will only be contacted by CUD if you win one of the gift cards.*

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## Ductile Iron and PVC Pipe

The underground pipes that travel more than 1,400 miles under Rutherford County have an interesting ancestry.



Ductile iron pipe traces its family tree back to 15th century Germany, and polyvinyl chloride -- the plastic that makes up PVC pipe -- was discovered in the late 1800s.

So what are the qualities that make these materials so useful for a present-day water utility? [Find out more.](#)

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## Updates on Capital Improvements

**Baker Road Water Main Replacement**

As of 12-31-22: The contractor installed

approximately 280 feet of 20-inch and 30 feet of 6-inch water mains, plus 2 fire hydrants and 3 valves. This brings the total quantities project to date to approximately 10,200 feet of 20-inch, 40 feet of 12-inch, 650 feet of 8-inch, and 450 feet of 6-inch water mains, plus 19 fire hydrants and 56 valves.



### **South Loop Phase 1 (West Segment - Parsons Road, Miller Johnson Road & Christiana)**

As of 12-31-22: Approximately 1,020 feet of 8-inch and 40 feet of 6-inch water mains were installed along Church Street and Suggs Road, plus 3 fire hydrants and 5 valves. This brings the total quantities installed to approximately 8,500 feet of 16-inch, 6,800 feet of 12-inch, 4,500 feet of 8-inch, and 3,500 feet of 6-inch water mains, plus 29 fire hydrants and 63 valves.

### **South Loop Phase 2 (East Segment - Miller Johnson Road, Woodfin Road, and Sledge Road)**

During November, approximately 1,600 feet of 16-inch and 50 feet of 6-inch water mains and 3 valves (size 6-inch) were installed along Woodfin Road. This brings the total quantities installed to approximately 2,200 feet of 16-inch water main, 50 feet of 6-inch water main, and 350 feet of 24-inch steel casing, plus 5 valves.

### **South Loop Phase 2**

During December, approximately 360 feet of 16-inch water main was installed along Woodfin Road. This brings the total quantities installed to approximately 2,500 feet of 16-inch water main, 50 feet of 6-inch water main, and 350 feet of 24-inch steel casing, plus 5 valves.

### **South Loop Phase 2 Change Order #2**

The final design of the 16-inch water main relocation along the west side of Rucker Lane from the Colonial Pipeline to just north of the Marymount Mansion is complete. The contractor is waiting on materials to arrive.

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## **Notable Stats from the Fourth Quarter of 2022**

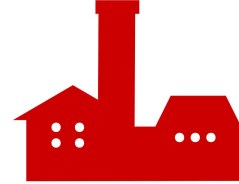
Much of our work falls into three categories: water quality, maintenance of infrastructure, and support of residential and commercial growth. That said, here are some key statistics related to CUD's efforts.

### **Water Treatment Plant**

Gallons pumped (in millions)

- October: 452.48

- November: 377.82
- December: 394.45

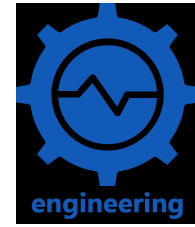


**WTP**

## Engineering

October - December ...

- 34 water availability requests processed
- 202 plans reviewed and/or plats signed
- 69 site plans and building code reviews
- 294 STEP tank tests
- 1,106 total lots (all types) pending start of construction



**engineering**

## Maintenance

October - December ...

- 747 new taps installed
- 119 water leaks repaired
- 67 yards repaired
- 54 meter boxes replaced



**maintenance**

## Information Technology

October - December ...

- Average daily emails processed per month: 5,353
- Average daily phishing/malware attempts deflected per month: 2,322
- Average firewall attacks thwarted per month: 15,230



**IT**