

## News for Our Customers

Word count: about 860 words | Reading time: about 3 minutes 30 seconds

- The myCUD app is available for iPhone and Android on the iPhone App Store and the Google Play Store.
- 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 ...

A couple months ago, CUD conducted its annual customer service survey -- which received more than 2,900 responses, a remarkable number! Among the results ...



- Ratepayers want information about the safety and reliability of the water system. In compliance with state law, [we produce and distribute our annual water reports](#).
- Customers want information about infrastructure. In each issue of this newsletter, we provide updates about capital improvements in the county -- [and we have a webpage that discusses the kinds of pipes we use](#).
- Ratepayers would like advance notice of planned water outages due to construction. Our habit is to inform the area(s) affected by voicemail and email 24-48 hours ahead. [We also provide a webpage for reporting a leak or outage](#).
- Education for children and students? We cover that, too. [We're available for community events and presentations at schools](#), and you can learn more about us through our [media archive](#).

--Roger Goodson  
General Manager

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## Irrigation Systems Require Testing

Lawn irrigation systems — both commercial and residential — are recognized by the State of Tennessee as high-risk, health hazard cross connections.



The contact between sprinkler heads and soil or rainwater allows a connection between potable water and unsafe water. State law requires all irrigation backflow to be tested after installation and during startup each year.

[CUD maintains a policy](#) on this and also offers [a list of certified testers](#) who can help you manage this task each year.

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## Once Again, Straight A's on Our Water Quality Report

Another year of good news as once again the quality of our water supply and distribution network has met and exceeded state and federal requirements.

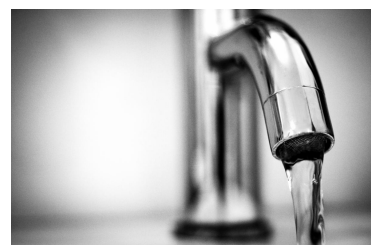
The proof is in the chart on [the second page of our report](#). The document also discusses our source water, how customers can attend our Board meetings, and essentials about how CUD operates.



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## Water Outage? Here's What To Do.

Because infrastructure upgrades and maintenance are always ongoing, CUD has to manage occasional water service outages in localized areas.



With planned outages related to construction, we reach out via voicemail and email -- provided that your contact information is up to date. If you need to update the email address on your account, please [visit the Contact Us page](#). If you need to inform CUD about an outage, [see our Report an Outage page](#).

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## Neighbor-4-Neighbor

For families in our county who struggle to make ends meet, [Neighbor-4-Neighbor](#) assists customers who need short-term help in paying their residential water bill. Gifts to Neighbor-4-Neighbor make a significant impact in the life of a ratepayer who is facing financial stresses.



Contributions can be made in increments of \$1, \$2, or \$3 through the monthly bill, and one-time contributions can also be made. Just print out our online form and return it with your bill.

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## Updates on Capital Improvements

### Baker Road Water Main Replacement

As of 3-31-23, the project is 87% complete. During March, approximately 30 feet of 20-inch water main and 480 feet of 1-inch service lines were installed, plus 34 service reconnections.



This brings the total quantities (project to date) to approximately 10,300 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 57 valves.

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

As of 3-31-23, this project is 89% complete. During March, approximately 630 feet of 12-inch water main was installed along Johnson Lowe Road, approximately 820 feet of 8-inch water main was installed along Miller Street and Daniels Street, and approximately 60 feet of 6-inch water main was installed along Johnson Lowe Road. and Miller Street, plus 2 fire hydrants and 6 valves.

This brings the total quantities installed (project to date) to approximately 8,500 feet of 16-inch, 7,800 feet of 12-inch, 6,100 feet of 8-inch, and 3,500 feet of 6-inch water mains, plus 32 fire hydrants and 74 valves.

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

As of 3-31-23, this project is 46% complete. During March, approximately 3,400 feet of 16-inch and 20 feet of 6-inch water mains were installed along Miller Johnson Road and Sledge Road, plus 2 fire hydrants and 4 valves.

This brings the total quantities installed (project to date) to approximately

10,200 feet of 16-inch water main and 90 feet of 6-inch water main, plus 8 fire hydrants and 19 valves.

## Notable Stats from the First Quarter of 2023

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)

- January: 380.38
- February: 330.27
- March: 368.29



### Engineering

January - March ...

- 23 water availability requests processed
- 233 plans reviewed and/or plats signed
- 63 site plans and building code reviews
- 369 STEP tank tests
- 4,995 total lots (all types) pending start of construction



### Maintenance

January - March ...

- 499 new taps installed
- 92 water leaks repaired
- 55 yards repaired
- 46 meter boxes replaced



### Information Technology

January - March ...

- Average daily emails processed per month: 11,605
- Average daily phishing/malware attempts deflected per month: 35,584
- Average firewall attacks thwarted per month: 13,025

