

News for Our Customers

Word count: about 970 words | Reading time: Just over 4 minutes

- 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](#).
- If you're looking for a meaningful job in a workplace that offers an excellent compensation/benefits package, [see our Careers page](#).
- Like us on [Facebook](#) and follow us on [LinkedIn](#).

Proudly Serving Rutherford County for 55 years!

From Our General Manager ...

We received some pleasing and positive attention recently from the [National Rural Water Association \(NRWA\)](#) and the [Tennessee Association of Utility Districts \(TAUD\)](#).

NRWA reached out to its member groups to ask which water utilities go above and beyond in recruitment and workforce development, and TAUD mentioned us by name.

In the near future, CUD will be featured in a workforce marketing campaign, and we're thrilled!

--Roger Goodson
General Manager



If You Have a Pool, You May Qualify for a Bill Adjustment

It depends on the timing, though. We know that water usage spikes during the summertime for irrigation, swimming pools, and lawn watering. [Our](#)

[Customer Service FAQ](#) provides guidance about possible adjustments on your bill related to irrigation and pool filling.

The same webpage offers information for customers of Murfreesboro, Eagleville, and Smyrna.



A Reminder About Our Water Quality Report

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

[Our annual Water Quality Report is available on our website.](#) In honor of their efforts every day, we believe the staff at the K. Thomas Hutchinson Water Treatment Plant should take a bow.

It's further proof that when you know your work matters, you give your all.



STEP System FAQ

Much of Rutherford County rests on limestone rock, which doesn't easily absorb water. A STEP field (Septic Tank Effluent Pump) uses gravity and naturally occurring substances (rocks, sand, and dirt) – along with UV light – to absorb and treat wastewater.



[Our website carries a STEP FAQ page](#) with answers to the following questions and more:

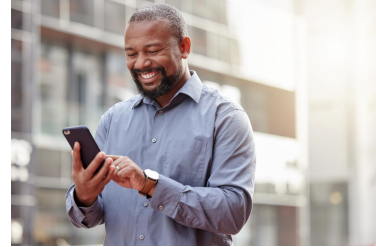
- Where does my responsibility for the STEP System begin?
- What should I do if my STEP System alarm sounds?
- If there's a power outage, how does that affect my STEP system?
- What are the do's and don'ts of the service line in my home?

We Think Like CUD Customers Because We Are, Too

When we drill down into the analytics, we see the

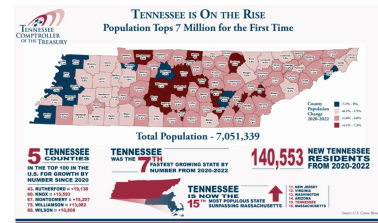
topics that drive customer interest on our website. Here are some examples ...

- What are my [options for making payments?](#)
- Tell me about [careers at CUD.](#)
- If I need extra time to make my payment, [how do I get an extension?](#)
- Do you have an [overall FAQ page?](#)
- What is your [rate schedule?](#)
- How do I get my [bill adjusted](#) due to a water leak?



Tennessee's Growth Spurt Continues

We all know how dense the traffic is getting in Rutherford County. To really understand the monumental growth, though, it's helpful to see data from the county and the state (information courtesy of the [U.S. Census Bureau](#) and the state [Comptroller of the Treasury](#)).



- For the first time ever, Tennessee has topped 7 million in population.
- Tennessee is now the 15th most populous state in America.
- From 2020-2022, Tennessee took in 140,553 new residents.
- Since 2020, Rutherford County is the 43rd fastest-growing county in the nation. For reference, there are 3,243 counties in America.
- Rutherford County is currently the fastest growing of all 95 counties in the state.

Updates on Capital Improvements

The following provides the latest about progress on major projects in the county. As for why we use ductile iron and PVC pipe, [we have a webpage for that topic.](#)

Baker Road Water Main Replacement

As of 6-30-23, the remaining project clean up was completed. This brings the total quantities 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 6-30-23, approximately 200 feet of 1-inch service lines were installed,

plus 14 service reconnections, and a portion of the project cleanup were completed. This brings the total quantities installed to approximately 9,000 feet of 16-inch, 7,900 feet of 12-inch, 6,100 feet of 8-inch, and 3,800 feet of 6-inch water mains, plus 36 fire hydrants and 77 valves.

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

As of 6-30-23, approximately 2,600 feet of 16-inch, 40 feet of 8-inch, and 70 feet of 6-inch water mains were installed along Sledge Road and Highway 231, plus 2 fire hydrants and 10 valves. This brings the total quantities installed to approximately 19,200 feet of 16-inch, 40 feet of 8-inch, and 220 feet of 6-inch water mains, plus 18 fire hydrants and 47 valves.

Berkshire Subdivision Water System Improvements

As of 6-30-23, the project was 28% complete and on schedule. Approximately 730 feet of 1-inch service lines were installed and 16 service reconnections were completed on the western (Blackman Road) side of the project. This brings the total quantities installed to approximately 2,200 feet of 1-inch service lines and 2 fire hydrant check valves. Plus 70 service reconnections have been completed.

Notable Stats from the Second 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)

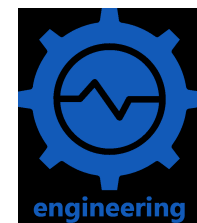
- April: 388.38
- May: 449.32
- June: 494.65



Engineering

April - June ...

- 133 water availability requests processed
- 297 plans reviewed and/or plats signed
- 43 site plans and building code reviews
- 415 STEP tank tests
- 4,111 total lots (all types) pending start of construction



Maintenance

April - June ...

- 724 new taps installed
- 100 water leaks repaired

- 158 yards repaired
- 50 meter boxes replaced

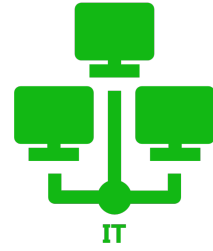


maintenance

Information Technology

April - June ...

- 3,900: Average daily emails processed per month
- 5,671: Average daily phishing/malware attempts deflected per month
- 13,915: Average firewall attacks thwarted per month



IT