

News for Our Customers

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- The myCUD app is available for iPhone and Android on the iPhone App Store and the Google Play Store.
- [Our Annual Report](#) is now available online and will be included soon in our printed billing statements.
- You can find our most recent [Water Quality Report here](#).
- [We've redesigned our website](#) with a renewed focus on customer service for needs such as billing and questions from homeowners.

From Our General Manager ...

One of our most important efforts is the work we do to reinforce our Core Values, which we call CUD S.P.I.R.I.T. This is what we mean ...

- Safety
- People
- Integrity
- Responsibility
- Innovation
- Teamwork



We believe that establishing the right culture leads to outstanding results. This begins with the expectations we communicate in the hiring process and continues through our daily work.

Strong organizations with excellent workplace cultures manage to produce amazing results by caring for -- and inspiring -- their employees so well that extraordinary success becomes the norm. That's what we strive for.

For the latest about what's happening with us every week, be sure to [like us at CUDRC](#) and [follow us on LinkedIn](#).

--Roger Goodson
General Manager

The Questions We Get Most Often

Through Google Analytics, we see a clear picture of the questions of ratepayers have about water service. See the links below for the questions we hear most often.



- [STEP riser lid upgrades](#)
- [Phone payments](#) made on the day of water disconnection
- [How long before I receive a bill?](#)
- [New service](#)
- [Alert CUD after hours](#)
- [Water disconnection policy](#)
- End service -- this is handled through our [online payment portal](#)

Need a Guest Speaker?

Each school year, CUD professionals visit a number of schools in the Rutherford County and Murfreesboro City systems.



We have an [active community outreach program](#) that reaches children at all grade levels. If your school or civic organization would like a presentation from a CUD water professional, reach out to us. Our guest speakers can cover topics including:

- How a water treatment plant works
- How aerial drones serve a water utility (CUD employs an all-female, FAA-certified drone team)
- Easy at-home tips to save money and protect infrastructure
- Water pressure and how pump stations operate
- Cybersecurity

Updates on Capital Improvements

DMA Stations (District Metered Area - flow meters to help monitor water loss)

- As of 08-31-22: All but Site I (Marshall County Master Meter) are complete.
- At Site I, the only work remaining is to install the new lid and hatch on the old vault, site grading, and clean-up.



Baker Road Water Main Replacement

- Overall 61% complete
- As of 08-31-22, the contractor had installed 450 feet of 20-inch, 80 feet of eight-inch, and 90 feet of six-inch water main, plus two fire hydrants and six valves.

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

- Overall 52% complete
- As of 08-31-22, 1,900 feet of 16-inch water main was installed along Johnson Lowe Road and 300 feet of six-inch water main was installed along Old Christiana Road, plus five fire hydrants and five valves.
- All but two easements have been obtained.

Notable Stats from the Third 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

- July: 492.06 million
- August: 481.24 million
- September: 455.43 million



Engineering

July - September ...

- 40 water availability requests processed
- 275 plans reviewed and/or plats signed
- 63 site plans and building code reviews
- 340 STEP tank tests
- 5,286 total lots (all types) pending start of construction



Maintenance

July - September ...

- 404 new taps installed
- 129 water leaks repaired
- 142 yards repaired
- 71 meter boxes replaced



Information Technology

July - September ...

- Average daily emails processed: 6,519
- Average daily phishing/malware attempts deflected: 1,705

- Average firewall attacks thwarted: 10,380
- myCUD app downloads
 - Apple: 9,700
 - Android: 1,790
 - Total: 11,490

