

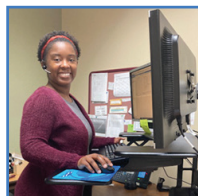
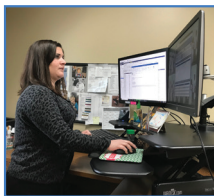


CONSOLIDATED UTILITY DISTRICT
Rutherford County, Tennessee

RIGHTS, RESPONSIBILITIES, AND QUICK REFERENCE

709 New Salem Highway • PO Box 249
Murfreesboro, TN 37133-0249
Open Monday - Friday, 8:00 a.m. - 4:30 p.m.
Phone: (615) 893-7225 • Fax: (615) 225-3341

www.cudrc.com • Facebook: CUDRC
myCUD: Available on Apple App Store and Google Play



Revised October 2023



Vision Statement: Consolidated Utility District strives to be #1 through excellence and innovation.

Mission Statement: To be #1, we are committed to providing quality water and wastewater service, now and in the future, using the most cost-effective, innovative, and efficient methods and technologies available.

Our Core Values are our SPIRIT. This is what we expect of ourselves and of our team members at Consolidated Utility District.

- **Safety** - Always use best industry practices for safe operation in all of our work.
- **People** - Preserve our respectful, loyal, diverse, self-motivated workforce.
- **Integrity** - Uphold ethical and trustworthy relationships with coworkers and ratepayers.
- **Responsibility** - Stand accountable for our actions. Be a good neighbor and citizen of Rutherford County.
- **Innovation** - Continually challenge the process - embrace learning and show respect for different viewpoints, philosophies, physical abilities, beliefs, and personalities.
- **Teamwork** - Always work together to achieve a common goal. Encourage collaboration.

TABLE OF CONTENTS

PAYMENT INFORMATION

How to Read Your Bill	1
How Rates Are Calculated	2
Monthly Billing	2
Payment Options	2
Automatic Bank Draft	2
Online Payments	3
Electronic Check Presentment: Opt-out	4
At Our Office	4
Pay By Phone	4
myCUD App	5
Payment Extensions	5
Neighbor-4-Neighbor	6
Identity Theft Prevention	6

MANAGING YOUR WATER SERVICE ACCOUNT

Applying for Water Service	7
Customer Responsibility	7
CUD Responsibility	7
Beginning of Service	7
How to Move Your Service	8
How to Stop Service	8
Termination of Service	8
Interruption/Denial of Service	8
Reporting an Outage	9
Water Disconnection Policy	9
Discontinuance of Service and Reinstatement	9

TABLE OF CONTENTS

PROTECTION OF THE WATER SUPPLY

Restricting Water Use	10
Unauthorized Connections	11
Water Theft Policy	11
Water Theft	11
Notices of Violation	12
Meter Location	13
Water Quality Reports	14
Wastewater Service	14

STEP SYSTEMS

Your Responsibility for Your STEP System	15
Protecting Your STEP System	15
Your STEP System Alarm	16
Power Outage at Your STEP System	16
Legal Notice About STEP Systems	17

ABOUT IRRIGATION SYSTEMS

Cross-Connections at Irrigation Systems	17
Backflow Preventers	19


ADDITIONAL INFORMATION

Definitions	20
Special Provisions	21
Essential Facts About Consolidated Utility District	23
Board Members	23
Shut-Off Tag	24

PAYMENT INFORMATION

HOW TO READ YOUR BILL

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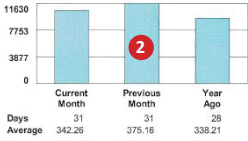
CONSOLIDATED UTILITY DISTRICT
Rutherford County, Tennessee

**Consolidated Utility District
of Rutherford County**
PO Box 249
Murfreesboro, TN 37133-0249
Phone: (615) 893-7225
Fax: (615) 225-3341

Phone Payments Only
844-329-9452
Questions about your bill?
Email us at cudrcustomerservice@cudrc.com
Business Hours
Mon-Fri 8:00 a.m. to 4:30 p.m.

1 Customer # 123456	Name JOHN SMITH	Service Address 123 MAIN ST	1 Account/Occupant # 1234-01
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Compare Your Water Usage



Visit our website and manage your account online at www.cudrc.com

3

Read Date	Days Billed	Present Reading	Previous Reading	Amount Used
10/08/2021	31	150260	139650	10610

Balance Forward \$0.00
Water Service \$75.73
CUD STEP \$47.97
Sales Tax \$7.38


4

Total Current Charges \$131.08
Past Due Balance \$0.00
Total Amount Due \$131.08
Due Date 10/28/2021
Amount Due After Due Date \$143.45

5


After 4:30 PM on 10/28/2021, the amount due is: **\$143.45**
Your service may be terminated without further notice on 11/11/2021 at 8:00 AM
Prior amounts already past due may result in immediate disconnection

Please detach and return bottom portion with payment. Keep top portion for your records.


CONSOLIDATED UTILITY DISTRICT
 709 NEW SALEM HWY • PO BOX 249
 MURFREESBORO TN 37133-0249
 Return Service Requested

7 ☐ Check if change to address, phone, or email and note on back.

JOHN SMITH
123 MAIN ST
MURFREESBORO, TN 37133-0000




0
532

00034370062021102800013108000143458

CONSOLIDATED UTILITY DISTRICT
OF RUTHERFORD COUNTY
PO BOX 249
MURFREESBORO TN 37133-0249

8 Scan at CUD Kiosk >>>>



- 1 Customer Number and Account #**
Required for pay-by-phone, our online payment portal, and our kiosk.
- 2 Usage History**
Shows your recent monthly usage compared to a year ago.
- 3 Meter Information**
Reading and number of days between meter read dates.
- 4 Total New Charges**
Fees related to your water usage. Depending on location, this may include sewer costs for residents of Murfreesboro, Eagleville, or Smyrna and/or any charges for your STEP system. Also indicates the total amount due, any past due amount, and due date for payment. See the Rates page and Customer Service FAQ on cudrc.com to learn more.
- 5 Message Center**
Carries information about service cutoff date and other time-sensitive messages.
- 6 Payment Slip**
Detach this bottom section and return it with your payment.

- 7 Changes to Your Contact Information**
Check the box if there has been a change to your address, phone, or email. Be sure to note the change on the back of the payment slip.

- 8 Scanning Code for CUD Payment Kiosk**
If you choose to pay at our drive-up kiosk, place this code under the scanning light just beneath and to the left of the main screen. This will help you access your account.

HOW RATES ARE CALCULATED

Water usage per thousand gallons for meters up to one (1) inch:

Minimum bill charge	\$12.78
0 - 5,000	\$5.60 (per thousand gallons)
5,001 - 10,000	\$6.10 (per thousand gallons)
10,001 - 20,000	\$7.29 (per thousand gallons)
20,001 - 100,000	\$7.79 (per thousand gallons)
Over 100,000	\$6.79 (per thousand gallons)

As noted in the table above, Consolidated Utility District (called "CUD" throughout this booklet) will have a minimum charge per month per customer for water service regardless of the amount of water used.

MONTHLY BILLING

Customers are billed monthly. Payments received after the close of business on the due date will incur a ten percent (10%) late fee. Failure to receive notification does not release a customer from payment obligation.

PAYMENT OPTIONS

CUD offers a variety of methods for bill payments, based on the preferences of customers. These include:

AUTOMATIC BANK DRAFT

CUD does not charge a fee for this service. To sign up or change bank account information, you must submit the automatic bank draft form found on our website at www.cudrc.com/bank-draft-authorization.

Once your form is received and processed, your account will be automatically drafted on your scheduled due date each month. You will still receive a bill that states how much will be drafted from your account on the due date.



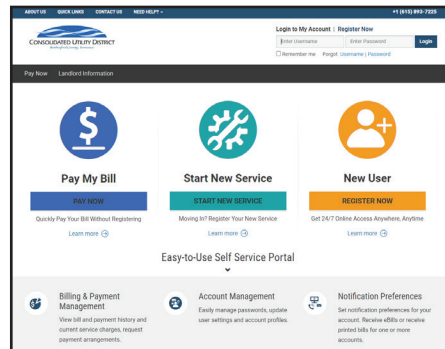
To cancel or suspend a bank draft, you must fill out the online form at www.cudrc.com/cancel-suspend-bank-draft.

If you currently use an online billing service or bank, please allow a minimum of seven (7) business days for your payment to reach our office through the mail.

ONLINE PAYMENTS

Visit “My Account” on our Home Page or go to connect.cudrc.com to access your account. For first-time setup, visit connect.cudrc.com and click on “New User – Register Now”.

You will need to create a user-name and password, enter your Account Number and Customer Number as it appears on the bill, and enter your e-mail address. When you have signed up, a verification link will be sent to your email address.



When making a payment, a receipt with a confirmation number will be e-mailed to you. If you receive an error message, please do not try to re-submit the payment as this may cause your account to be debited twice. If this occurs, contact CUD by phone at (615) 893-7225 between 8:00 a.m. and 4:30 p.m. Monday through Friday for assistance.

Payments can be made using a checking account or a credit/debit card (Visa, Master Card, or Discover) online or by telephone.

Customers will be re-directed to a third-party site and will be required to pay a convenience fee of \$2.15 on all credit card payments.

The fee for E-check transactions remains \$1.75. CUD does not keep any portion of the processing fee.



The limit for credit card transactions is \$400, and any transactions made with a credit/debit card in excess of \$400 will be declined. For balances greater than \$400, you must make multiple transactions.

ELECTRONIC CHECK PRESENTMENT: OPT-OUT

If you do not want your check used for electronic check conversion, you may opt out. This means your check will be processed as a traditional paper check.

To opt out, please contact Customer Service at (615) 893-7225 for information. Electronic checks (an electronic version of a paper check) allow merchants to convert paper check payments to electronic payments through the Automated Clearing House (ACH) Network.

AT OUR OFFICE

CUD is located at 709 New Salem Highway in Murfreesboro, and our office offers two drive-thru windows. We accept cash, debit/credit cards (Discover, Mastercard, or Visa only), checks, and money orders.



Checks should be made payable to Consolidated Utility District. Please do not send cash via mail. If you receive printed billing statements, "How to Read Your Bill" (see page 1) offers a description of each section of the bill.

PAY BY PHONE

You may pay your bill by calling 844-329-9452. Payments can be made through your checking or savings account. You will need your bank routing number and account number to use this option.

You can pay with a credit/debit card (Discover, Mastercard, or Visa) online or by telephone. You will be re-directed to a third-party site and will be required to pay a processing fee of \$2.15 for transactions up to \$400 and an additional \$2.15 per \$400 increment thereafter.



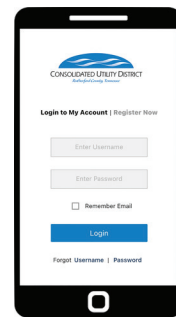
Note: If you are calling to pay your bill on the disconnection day, please do not choose the automated payment option. No partial payments can be made using the automated payment option.

When using the automated system, you will be prompted to enter your Account Number and your Occupant Number. Both of these numbers are located in the top right corner of your printed bill.

Payments made before 4:30 p.m. will be considered a same-day transaction. Payments made after 4:30 p.m. will be credited on the next business day.

myCUD APP

Available through the iPhone App Store and Google Play, our secure app gives you 24/7 access to your account and billing history — as well as communication with Customer Service during normal business hours.



PAYMENT EXTENSIONS

An extension of water service may be offered beyond the disconnect date for up to seven (7) days. Extensions will be granted only at the customer's request and should be supported by reasons deemed appropriate for delayed payment, such as paying on a leak, illnesses, or child(ren) at the residence alone.

- CUD does not allow extensions for returned checks.
- CUD does not allow an extension on extensions.
- No extensions will be allowed for accounts that are locked or have their meter pulled for non-payment.
- Extensions will not be granted on a regular or frequent basis for any customer.



- Any extension granted should be supported by a Payment Commitment Form completed by the customer by noon on the business day before the scheduled disconnect day. This form can be completed at CUD's office or completed on CUD's website at www.cudrc.com/extension-agreement-form. CUD will not accept requests for extensions via phone or facsimile.
- Failure to honor the extension will result in disconnect of water service. Payment will be due in full for water service to be reconnected.
- Failure to honor two (2) consecutive requests will result in a no extension agreement for one year.

NEIGHBOR-4-NEIGHBOR

Through this program, CUD is able to help support families in Rutherford County who are struggling to pay their utility bills. Our downloadable and printable form is available at www.cudrc.com/community-outreach/neighbor-4-neighbor/ and allows you to make a contribution through your regularly scheduled bill or a one-time financial gift.



IDENTITY THEFT PREVENTION

CUD complies with a program mandated by the Federal Trade Commission (FTC) to detect, prevent, and reduce identity theft related to customer accounts. CUD maintains accounts for its customers, and payments are due monthly. These accounts are covered under FTC rules.



MANAGING YOUR WATER SERVICE ACCOUNT

APPLYING FOR WATER SERVICE

Any applicant for water must file a written or online application requesting water service and pay an Activation Fee.

New account requests for existing water service may be applied for online or in person at our office. The exception is for new tap purchases, which must be made in person in our office at 709 New Salem Highway.

Note: If you are renting a property, please submit a copy of your lease to [leases@cudrc.com](mailto:leases@ cudrc.com). If you are buying property, please do not apply for new water service until you have closed on the property.

CUSTOMER RESPONSIBILITY

The customer must pay the expense of installing and maintaining the service line from the meter to the house or point of use. The customer will be liable for any damage incurred to CUD property resulting from the customer's negligence.

CUD RESPONSIBILITY

CUD will inspect and maintain all meters and all service lines from the main water line to the customer's meter.

BEGINNING OF SERVICE

All water charges begin when the meter is installed or when service is requested for a specific date at an existing account. **After account signup, you will receive your bill 15-45 days later.** This allows time for the normal billing cycle to begin.



HOW TO MOVE YOUR SERVICE

If you move from a metered location, you must give CUD a notice of intention to move. You will be responsible for payment of water consumed up to the date service ends. If you desire to move to a new location within CUD's network, you must pay a transfer fee and any applicable Activation Fee.

HOW TO STOP SERVICE

There are three ways:

- Contact Customer Service by phone at (615) 893-7225 during normal business hours, Monday - Friday, 8:00 a.m. - 4:30 p.m.
- Email CUD at [CUDcustomerservice@cudrc.com](mailto:CUDcustomerservice@ cudrc.com).
- Make the request through your online user account.

TERMINATION OF SERVICE

Services for delinquent accounts will be terminated, and a disconnect fee will be applied to the account. The past due balance and any applicable fees must be paid before the service will be restored.

Any customer requesting service s after 4:00 p.m. will incur an overtime fee. Failure to receive or read a notification/reminder of an outstanding balance does not release the customer from service termination and/or applicable fees.

INTERRUPTION/DENIAL OF SERVICE

CUD has the right to refuse water service resulting from any causes beyond the control of CUD.

CUD will not be liable for failure to furnish water for:

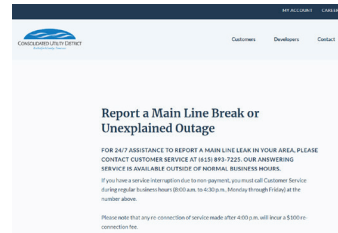
- any cause or causes beyond its control
- breach of contract in the event of interruptions in service
- otherwise unsatisfactory service, whether or not caused by negligence
- any loss, injury, or damage to persons or property resulting from interruptions in service, whether or not caused by negligence.



REPORTING AN OUTAGE

For 24/7 assistance to report a main line leak in your area, please contact Customer Service at (615) 893-7225. Our answering service is available outside of normal business hours.

If you have a service interruption due to non-payment, you must call Customer Service during regular business hours (8:00 a.m. to 4:30 p.m., Monday through Friday) at the number above.



Please note that any re- of service made after 4:00 p.m. will incur a \$100 re- fee.

WATER DISCONNECTION POLICY

Because CUD is the public water utility for Rutherford County, we believe it is reasonable to expect ratepayers to send their monthly payments within the billing timeframe each month.

CUD will impose a \$50 disconnect fee for non-payment of any past due balance of \$50 or more. A customer's service may be locked and charged a \$50 disconnect fee for any two (2) consecutive past due bills or failure to honor a payment extension.

CUD will impose overtime charges of \$100 for res after 4:00 p.m. However, CUD will offer extensions on a current balance if a customer applies prior to the disconnect date.

DISCONTINUANCE OF SERVICE AND REINSTATEMENT

Discontinuance of service does not release the customer from payment for service already received or from liability from payments for the minimum bill or other provisions of the customer's contract. CUD will not be liable for any loss or damage resulting from the discontinuance of service.



The customer is responsible for payment of all charges and for any rules or policy violations that occur regarding the utility service to that property.

In the event any customer fails to pay any utility fee or charge, the customer/property owner shall pay all costs of collection — including court costs and reasonable attorney's fees — incurred by CUD. CUD can refuse service to an applicant — or to any member of an applicant's household who is living at the same address — because of delinquent payment to the utility or violation of regulations or policies. Service will be reinstated only during regular working hours, Monday through Friday, except in the case of an emergency.

PROTECTION OF THE WATER SUPPLY

RESTRICTING WATER USE

CUD may prorate the amount of water each customer receives. CUD also has the right to place reasonable restrictions on customers' use of water. If necessary, CUD may set a schedule of hours during which water will be available for customers' use.

CUD has the right to allocate the amount of water used by each customer in case of an emergency, water shortage, or for any other reason CUD may deem proper.

All services that have more than 80 psi at the house are required by plumbing codes to have a pressure regulator/release valve installed. The location of the pressure regulator is at the discretion and responsibility of the homeowner.



pressure release valve

UNAUTHORIZED CONNECTIONS

Unauthorized use of CUD water on a terminated service will be subject to fees and prosecution. If a customer receives unauthorized water on disconnected services, CUD is authorized to disconnect service at the expense of the responsible customer.

In addition, the customer will be assessed tampering fees, as set by CUD's Board of Commissioners, and may possibly face prosecution.

WATER THEFT POLICY

While no customer shall intentionally be treated unfairly, no customer shall be treated in a way that compromises CUD's other customers. The costs of any water service not paid for are paid for by all the other customers. This means CUD does not tolerate water theft or the manipulation of water meters.

If you suspect someone is using water that is not being billed, please contact CUD immediately. We will send a technician to investigate and secure any potential violation. Because of the possibility of damage to infrastructure and because of the effect on measurements of water usage, any illegal s will receive a citation and will be billed a cost recovery fee.



WATER THEFT

Tampering with utility equipment or stealing service will be grounds for discontinuance of water service. Theft of water service includes, but is not limited to, the following:

- Opening valves at the curb or meter that have been turned off by utility personnel



- Breaking, picking, damaging, or cutting off locks
- Bypassing meters in any way
- Taking unmetered water from hydrants by anyone other than an authorized official of a recognized fire department, fire insurance company, or utility for any purpose other than firefighting, testing or flushing of hydrants
- Use of fire sprinkler system for any purpose other than fire protection
- Removing, disabling, or adjusting meter registers
- Connecting to or intentionally damaging water lines, valves, or other appurtenances for the purpose of stealing or damaging utility equipment
- Moving the meter or extending service without CUD's permission
- Any other intentional act of defacement, destruction, or vandalism to CUD property or act that affects utility property
- Any intentional blockage or obstruction of CUD equipment
- Any usage of unmetered water

NOTICES OF VIOLATION

A notice of violation may be mailed or delivered if:

- Evidence suggests water service theft at the customer's premises
- The violation does not present an immediate threat of safety or equipment integrity to the system. The customer will be ordered to immediately cease any unlawful practice.

No notice of violation will be mailed or delivered – and customer service is subject to immediate cutoff – in any of the following situations:

- In the opinion of CUD's General Manager, theft of service is definitely evident on the customer's premises.
- The General Manager states that a situation exists that may endanger public health.
- In addition, the customer will be subject to a \$500 violation payment as well as service call charges, labor, and replacement parts as detailed by CUD.



- CUD determines theft of service has occurred, and the utility reserves the right to adjust the customer's current bill and the bills for the past twelve (12) months usage.
- If the amount of service that was stolen cannot be determined, the customer's usage will be set at two to four (2-4) times the minimum bill.

Service will not be restored until all payments for the following are received by the utility:

- Adjusted payment for utility service
- Violation payment
- All service call charges
- Labor
- Reinstatement of service charge
- Replacement parts – If CUD must replace or reset any equipment due to customer negligence, charges will be assessed to the customer's account, in line with current market value.
 - Meter box
 - Meter box lid only
 - Meter yoke
 - Yoke cut-off
 - Yoke check valve
 - Locks
 - Meter bottom
 - STEP lid
 - Labor (determined by crew size and number of hours)

METER LOCATION

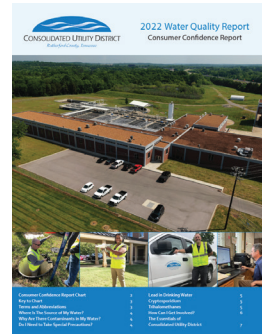
When necessary, the customer will provide a suitable place for the location of a meter on customer's property and will give an easement to CUD for any property of CUD located upon the customer's land at no cost.



WATER QUALITY REPORTS

To see Water Quality Reports from the past two years, visit cudrc.com/water-quality.

CUD tests water on an ongoing basis (with a monthly minimum of 120 bacteriological tests) to protect the safety and quality of the water supply. The State of Tennessee and EPA require testing and reporting, and the results of our analyses are available upon request.



WASTEWATER SERVICE

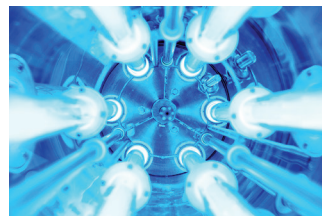
Wastewater service is provided by one of four services: CUD, Murfreesboro Water Resources Department, City of Eagleville, or Smyrna Utilities. In these instances, a sewer charge as established by the municipality is collected by CUD for the benefit of the municipal sewer department.

Decentralized wastewater is a service provided by CUD. The rates for the decentralized wastewater systems are determined by CUD's Board of Commissioners and will be billed with the water service.

STEP SYSTEMS

STEP SYSTEMS (SEPTIC TANK EFFLUENT PUMP)

Much of Rutherford County rests on limestone rock, which does not easily absorb water. A STEP System uses gravity and naturally occurring substances (rocks, sand, and dirt) – along with UV light – to absorb and treat wastewater. Starting at your home, the STEP System pushes wastewater to the septic tank through your residence's plumbing line.



If your subdivision uses a STEP System for wastewater absorption and disposal, you have likely noticed a STEP field, which is a large, open field that is typically bordered by a fence. CUD is responsible for maintenance of your STEP system as part of the monthly sewer fee.

YOUR RESPONSIBILITY FOR YOUR STEP SYSTEM

As a property owner, it's important to know and label the circuit breaker in your home that provides power to your STEP pump. It's also helpful to know the location of your STEP control panel.

Your responsibility extends to the inlet "Tee" in your home's tank. The inlet tee is a vertical pipe attached to the horizontal pipe that drains the used water to the STEP tank. Connecting rain gutters or storm drains to your STEP system is prohibited.

If you plan any large-scale digging or excavation project on your property, CUD asks that you contact Tennessee One Call at 811 or (800) 351-1111 first. Their service will help you to avoid hitting any underground utility lines.



**Know what's below.
Call before you dig.**

PROTECTING YOUR STEP SYSTEM

To keep the STEP System in working order at your home, CUD offers the following tips:

- Don't pour fats, oils, or grease down the drain as these can cause a system failure.
- Never flush flammable or toxic liquids.
- Avoid flushing baby wipes, paper towels, rags, newspaper, cigarettes, coffee grounds, eggshells, sanitary napkins, condoms, or clumps of hair.
- Don't dispose of water softener backwash in the septic tank.



- Avoid building any permanent or temporary structures on STEP field soils. If a STEP field is damaged, it's deemed unusable. A STEP field must be at least 25 feet from any developed area.
- Avoid dumping potted plants, Christmas trees, or construction materials on the grounds of a STEP field. These items can compromise the integrity of the soils.
- If you're adding a new structure or landscaping on your property, contact CUD and/or to make sure the septic tank and service lines will not be affected.
- Never connect rain gutters or storm drains to your STEP system, and don't allow surface water to enter.
- Avoid placing non-biodegradable items into your garbage disposal.

YOUR STEP SYSTEM ALARM

If your STEP System alarm activates (it will sound like a smoke alarm), you can silence the noise by pushing the light directly above the "PUSH TO SILENCE" label on the front of the control panel – or the silence toggle switch on the left side of the control panel. The tank has a reserve storage capacity to last for another 24 - 48 hours.



If your STEP system needs service, CUD is responsible for maintenance of the system and has on-call technicians who will diagnose and address the issue. CUD should be called first at (615) 893-7225.

POWER OUTAGE AT YOUR STEP SYSTEM

If a power outage occurs, it is not necessary to call CUD. The system is designed to work normally once power returns. The STEP tank also has capacity for approximately 24 hours of limited use in a power outage (toilets, sinks, showers). **If power is not restored within 24 hours, contact CUD at (615) 893-7225.**



LEGAL NOTICE ABOUT STEP SYSTEMS

CONSOLIDATED UTILITY DISTRICT OF RUTHERFORD COUNTY, TENNESSEE (CUD) DOES NOT ASSUME, AND SPECIFICALLY DENIES ANY LIABILITY FOR, AND SHALL NOT PAY ANY SEWER SERVICE CUSTOMER CLAIM AS RELATES TO ANY INJURY TO PERSON, OR DAMAGES TO PROPERTY, OR OTHERWISE, COST, DIRECT OR INDIRECT, OF WHATEVER KIND OR NATURE WHATSOEVER CAUSED BY, OR ALLEGED TO HAVE BEEN CAUSED BY, OR ASSOCIATED WITH IN ANY MANNER, SEWAGE BACKUP, OR BLOCKAGE ONTO THE PROPERTY OF THE CUSTOMER AND/OR APPLICANT.

ABOUT IRRIGATION SYSTEMS

CROSS-CONNECTIONS AT IRRIGATION SYSTEMS

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. Soil and standing water in contact with sprinkler heads pose a significant risk of containing E. coli, Giardia, harmful chemicals, and fertilizers.

Bypass arrangements, jumper connections, removable sections, swivel, or changeover devices through which, or because of which, backflow could occur are considered to be cross-connections.

As part of CUD's cross-connection program, it is necessary to test all backflow prevention devices annually. This includes irrigation backflow prevention devices installed on property controlled or owned by our customers.



It is the duty of CUD to facilitate inspections of all properties serviced by the public water supply where cross-connections with the public water supply are deemed possible.

CUD may deny water service to any premises where cross-connections exist until corrective action is taken. If necessary, water service may be discontinued for failure to test or maintain backflow prevention assemblies in a manner acceptable to CUD.

ALL IRRIGATION BACKFLOWS are to be tested after installation and during startup each year. If the irrigation system is turned on and NOT tested, the water service could be disconnected until the device is tested — with up to a \$500 fine assessed for failure to comply with regulations.

The following are the steps to be taken in compliance with CUD policy:

1. Installation, routine inspection, and testing of devices

A: Devices **MUST BE TESTED EVERY 365 DAYS** by a tester with a Certificate of Competency and who is approved by CUD.

B: All irrigation systems **MUST BE TESTED DURING THE STARTUP PERIOD**. Testing prior to shutdown (winterization) is not accepted.

C: Any time a device has been partially disassembled for cleaning, repair, or replacement, that device must be tested. A copy of the test must be submitted to CUD.

D: Upon completion of any test, a copy of the test report must be submitted to CUD by the certified tester.

E: All devices must be tested immediately following installation.

F: All backflows must be installed outside and above ground, according to Tennessee Department of Environment and Conservation (TDEC) regulations and CUD policy — and a permit must be pulled at CUD's office.

2. Allowable time to repair a failed device

All failed devices must be repaired, retested, and passed within thirty (30) days of the original test.



3. Installing correct backflow device

All commercial, irrigation, apartments, churches, public pools, and any hazards according to TDEC must have a reduced pressure zone device. Double-check devices are allowed ONLY on Class 1-3 fire systems. In the case of a violation, water service will be discontinued, and the customer will be assessed a \$500 fine for failure to comply with regulations.

No customer will be permitted to cross-connect the water service supplied by CUD to any other water supply. No physical connections will be made by the customer to any other distribution system or source other than that furnished by CUD as outlined in our current Cross-Connection Policy. Failure to comply with this policy will subject the customer to charges outlined in CUD's Cross-Connection Policy.

BACKFLOW PREVENTERS

All backflow devices shall be tested upon initial installation and annually thereafter. It is the customer's responsibility to have the device tested by a Certified Tester approved by CUD. CUD reserves the right to inspect the plumbing installations on the customer's premises upon giving reasonable notice.

If an assembly is installed outside, an acceptable enclosure should also be installed. The enclosure should provide freeze and vandalism protection, plus allow for access to the device for testing and repair. The backflow assembly should be sized for adequate flow requirements.

All backflow prevention assemblies must be tested on at least a twelve (12) month basis. The installation of protective assemblies or correction of plumbing problems should not be considered complete or acceptable until the work has been inspected and tested by the water system or their approved representative. Any backflow assemblies taken out of service for cleaning and/or repairs should be tested when placed back into service. These testing procedures must be performed by state-certified personnel and approved by CUD. A copy of the test report must be received by the cross-connection department at CUD.



ADDITIONAL INFORMATION

DEFINITIONS

Activation Fee: The tap on the water main, together with a portion of the line extending from the tap to the meter; in those areas where the meter is at or near the property line on the street, only the portion of the line extending from the tap to the meter is part of the activation fee. The meter and cutoff valves shall be owned by CUD.

Apartment House: A building housing three or more families or three or more households.

Customer: A person, firm, or corporation contracting with CUD for the furnishing of water to property.

Master Meter: One meter serving potable water for fire and irrigation, one meter serving multiple residences, or both.

Meter Set Fee: A fee each customer must pay for labor and materials to establish service. This applies to 5/8" – 2" meters.

Property:

- A building under one roof and ownership and occupied by one business or as one residence. This also includes mobile homes in trailer courts.
- One or more buildings on a single tract of land, all under one ownership and occupied by one family or business.
- One side of a double house having a solid vertical partition wall.
- A private line owned and maintained by a customer for their individual use.

Quadrplex: A building housing four or more families or four or more households.

System Development Charge: This one-time (1) fee is assessed to a new customer to help finance development of the utility system pertaining to production, treatment, and storage necessary to serve new customers.



Townhome: A residence with multiple floors, an outside access door, and a single wall dividing adjacent townhomes. A townhome also typically refers to an individually owned dwelling, with no other unit beneath or above.

Trailer Court: Three or more trailers where the parking spaces are owned by the trailer court owner.

SPECIAL PROVISIONS

A. Townhomes (TH) will typically be individually metered, and the tap fee will be the same as for a single-family residence. However, due to space limitations at each TH unit and CUD's determination, several meters may be consolidated into a multi-meter style gang vault versus having one (1) meter box in front of each TH unit. Any water service from the gang vault to the TH is the owner's responsibility. CUD's responsibility ends at the gang vault.

CUD may allow master metering through an established homeowners association if the owner provides documentation to both the City/County and CUD that each TH unit will be sub-metered and that the water and sewer charges will be equitably distributed per TH unit based on the sub-metering flow data per TH unit.

B. An apartment or trailer court may be served with one or more meters at the owner's request and/or CUD's determination.

C. The fees for a trailer court or apartment house will be determined by CUD's fee and rate schedule.

D. CUD will install the service line and meter to the property line of the trailer court or apartment house (not to the separate trailer spaces or individual apartments) at CUD's expense.

CUD will determine the size of the service line and the meter. If the tap services three or more customers, the owner will install a backflow device at his/her expense to meet with CUD approval.



E. A residence (house) cannot be one of the units making up a portion of the trailer court units and apartment units. Each individual resident where trailer courts or apartment units are developed must have a separate meter, as well as a meter to service the trailers or apartments.

F. Each residential unit must have a separate tap, meter, and – unless in a trailer park or apartment building as specified in the preceding paragraphs. Water service may be terminated if CUD determines that more than one residence is being serviced by only one water tap.

CUD has adopted the Rights and Responsibilities contained in this document for the Consolidated Utility District of Rutherford County, Tennessee, which declares that if any section, paragraph, clause, or provision of this document will be held invalid or ineffective for any reason, the remainder will remain in full force and effect.

Water and wastewater service is furnished subject to the Rules and Regulations of the Tennessee Department of Environment and Conservation (TDEC) and the Board of Commissioners of the Consolidated Utility District (CUD) of Rutherford County, Tennessee.



ESSENTIAL FACTS ABOUT CONSOLIDATED UTILITY DISTRICT

- CUD exists to serve our ratepayers, and we are funded by tap fees and monthly bills.
- CUD is nonprofit and considered part of county government.
- State law allowed for the creation of CUD.
- CUD is subject to all Tennessee state government meeting laws.
- We operate by EPA and state conservation regulations.
- Any and all profits CUD makes are re-invested into capital improvements and debt reduction.

BOARD MEMBERS

Carter Woodruff, President

Dr. Rosemary Owens, Vice-President

Craig Lynch, Secretary/Treasurer

Lynnisie Roehrich-Patrick, Commissioner

Trey Smith, Commissioner

Chip Pinion, Advisor

Allen Swader, Advisor

Dr. Robin Blackman, Advisor

John L. Batey, Jr., Emeritus Commissioner

Roger Goodson, General Manager

The CUD Board of Commissioners meets at 1:00 p.m. on the fourth Tuesday of each month at CUD's Administration Building located at 709 New Salem Highway.

Members of the public are welcome to attend.



PLACE THIS TAG ON YOUR MAIN WATER SHUT-OFF VALVE



CONSOLIDATED UTILITY DISTRICT
Rutherford County, Tennessee

cudrc.com
Facebook: CUDRC
(615-893-7225)

Your Main Water Shut-off Valve

When you locate the valve, tear off and place the tag to the left on the valve.

You may want to turn the valve to make sure it isn't stuck. Water valves are generally closed by turning the handle clockwise.

PLEASE NOTE: If a valve does not turn easily, do not force it. It might break. Rather, consider having the valve serviced or repaired so that it will turn easily.

Check sinks and other fixtures to be sure you have found the main valve and that it's working. When turning the valves on, open it fully, then close just a quarter-turn. That makes it easier to close next time.

You should also find and tag shut-off valves on fixtures such as sinks and toilets.

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RETURNED CHECKS

The maximum charge as allowed by the state will be applied to returned checks.

OFFICE HOURS

Monday-Friday, 8:00 a.m. – 4:30 p.m.

BILL DUE DATE

After account signup, you will receive your bill 15-45 days later.

This allows time for your normal billing cycle to begin.

Your bill will be due on the _____ of each month.

Note – Due dates will never fall on a weekend or holiday.

When your relationship with Consolidated Utility District (CUD) ends — whether by termination or if you do not transfer service — we will write off any credit balance you are owed if the amount is five dollars (\$5) or less.



cudrc.com ● Facebook: CUDRC ● cudrc.com/newsletter

Customer Service: (615) 893-7225