

CUSTOMER SERVICE

As our number of accounts continues to grow — from 65,948 to 68,651 during the calendar year — so does the work of our Customer Service Team. Each member provides assistance and works to resolve any issues our customers might face.



Team members also help with mail distribution, process work orders, manage leak adjustments, maintain our administrative calendar, and assist customers with payment arrangements and bank draft inquiries.

88,341

customer calls taken



9,699

customer service emails received



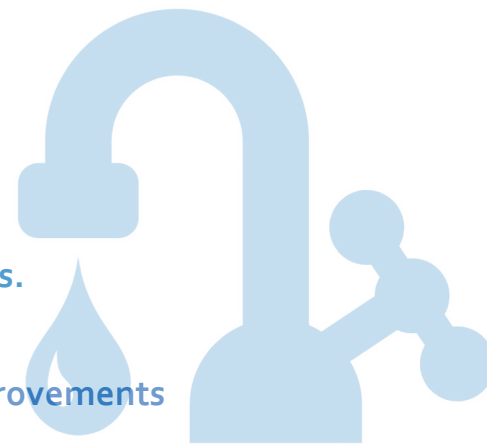
2,120

new tap purchases



ESSENTIAL TRUTHS ABOUT CUD

- We exist to serve our ratepayers.
- We are funded by tap fees and monthly bills.
- CUD is a nonprofit public utility.
- 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.



2023 Annual Report

	WATER TREATMENT PLANT	ENGINEERING	
	OPERATIONS	INFORMATION TECHNOLOGY	
	CAPITAL IMPROVEMENT PLAN	CUSTOMER SERVICE	

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About Our Year Serving Rutherford County



ROGER GOODSON
General Manager

This year's Annual Report will be different in three ways ...

- >> Through innovation, we found a way to carry relevant, customer-focused data as in years before and reduce the costs of producing this document.
- >> For our Annual Reports going forward, we will provide numbers relating to our calendar year rather than our fiscal year.
- >> We're including a guide to important phone numbers and websites for local services in Rutherford County.

It's our honor and privilege to serve Rutherford County, which is currently the fastest-growing of all 95 counties in the state — and the 43rd fastest-growing county in America.

BOARD OF COMMISSIONERS

Our Board consists of five members and three advisors, all of whom are CUD ratepayers.

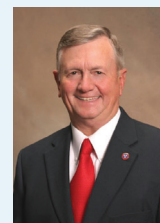
Our commissioners serve four-year terms.



Carter Woodruff
President



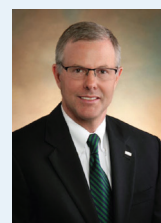
Dr. Rosemary Owens
Vice President



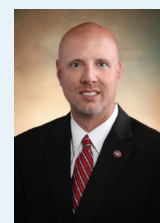
Craig Lynch
Secretary/Treasurer



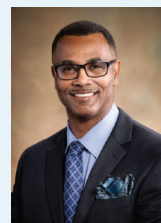
Lynnis Roehrich-Patrick
Commissioner



Hassel "Trey" Smith, III
Commissioner



Chip Pinion
Advisor



Allen Swader
Advisor



Dr. Robin Blackman
Advisor

7 Great Reasons to Work With Us



Compensation includes base salary, earned vacation, overtime, and bonuses



Benefits include health reimbursement account, long-term disability, life insurance, and more



11 paid holidays each year and generous paid time off



Pension plan through the Tennessee Consolidated Retirement System and a 457 Retirement Savings Plan



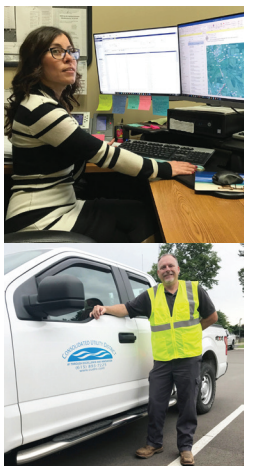
Counseling services available for all employees and immediate family



Tuition reimbursement for regular full-time employees who wish to pursue further education



Near-site medical clinic available at no cost to CUD employees and their dependents



The average American worker has a job tenure of 4.7 years. At CUD, it's 9.7 years.

WATER TREATMENT PLANT

The K. Thomas Hutchinson Water Treatment Plant serves more than 160,000 people in Rutherford County with safe, reliable water every day and can produce



up to 32 million gallons of water each day. The plant operates at a zero discharge and sends no materials back to Stones River. Our water is tested continuously and meets or exceeds all standards set by the EPA and the Tennessee Department of Environment and Conservation. *Our annual water quality reports are available online at cudrc.com/water-quality.*

4,824

finished water pumpage
(in millions of gallons)



\$882.73

average total production cost
(per million gallons) per month



1,361

bacteriological compliance
samples



CAPITAL IMPROVEMENT PLAN

Each year, CUD plans and manages a variety of projects to maintain and upgrade water infrastructure. The chart below describes the top four

largest projects by dollar value and the reasons/benefits for those efforts. Some of these works are completed within a year while others require multiple years, depending on complexity and other factors.

South Loop Phase 1	\$6,359,082	Constructed 5.2 miles of 16,12,8, and 6-inch water mains to replace 6-inch mains along Parsons Road, replace small-diameter mains in downtown Christiana, and extend water mains along Parsons Road, Rucker Christiana Road, and Lowe Johnson Road to replace undersized, aged water mains and serve the South side of the county.
South Loop Phase 2	\$4,950,165	Constructed 3.6 miles of 16-inch water mains to replace 8-inch mains along Sledge Road, extend water mains along Miller Johnson Road and Woodfin Road, and install a transmission main along Highway 231 to replace undersized, aged water mains and serve the South side of the county.
Baker Road Water Main Replacement	\$3,627,124	Replaced 2.1 miles of 12-inch water mains with 20-inch water mains along Baker Road from Interstate 24 to Old Nashville Highway to replace undersized, aged water mains and serve the Northwest side of the county.
District Metered Area (DMA) Stations Phase 1	\$844,021	Constructed 6 new DMA Stations, modified 2 existing DMA Stations, and improved the Marshall County Master Meter to improve the leak detection capabilities of our DMA network, which is critical to our leakage management efforts.

ENGINEERING

Our department manages two main functions: Through Developer Services, CUD reviews plans for subdivisions and commercial sites, verifies water availability, works with our Engineering Consultant, and inspects construction sites. Our Capital Improvement Plan is the strategy for replacing and/or extending water mains; replacing, expanding, or adding new pump stations and tanks; and expanding the Water Treatment Plant. Our department performs project management and site inspection, works with our Engineering Consultant on the scope and requirements of projects, acquisition of easements and/or property, and reviews designs, drawings, submittals, construction pay estimates, and other documentation.

9,105

water service
availability requests



1,452

plans reviewed/
plats signed



74

development projects
completed



144

commercial meters
renewed and/or approved



OPERATIONS



Our Maintenance Team performs tasks that are vital to the ongoing operation of our water distribution system. This work ranges from water leak repair to fire hydrant installation to replacement and upgrades of water meters.

2,169

taps installed



368

leaks repaired



173

meter boxes replaced



STEP Systems (Septic Tank Effluent Pump) enable CUD to manage the wastewater needs of subdivisions throughout the county. Since 2020, CUD has worked to upgrade STEP riser lids on homeowners' properties as needed with stronger, longer-lasting models. This project has involved more than 3,900 homes.

1,845

service calls completed



883

STEP infrastructure upgrades



531

drip field repairs



Leak detection is an ongoing effort, and CUD has used automated meter reading as a method of leak detection since 2008. We also place automated calls to customers when their meters indicate 24-hour consumption. Water loss is a performance metric evaluated by the state Comptroller's office. Any percentage of loss greater than 40% places a utility subject to review by the state. During 2023, CUD's water loss averaged roughly 8% to 12% per month — well under the required percentage. CUD also measures water leaks per million gallons each month. Our rolling 12-month average in 2023 varied from roughly 1,100 gallons to about 800 gallons.

Worksite safety relates to productivity by helping to keep employees safe and available to perform their jobs effectively. CUD tracks a variety of data — much more than shown here — to protect and maintain our workforce.

860,402

in-county miles driven



537

field visits/observations



INFORMATION TECHNOLOGY

- Like other public water utilities, CUD is a target for online criminal activity. During 2023, there were 154,234 attempts to breach CUD's defenses. None succeeded.

316.89

miles of water
lines mapped



5,910

average daily
emails processed



162,872

phishing/malware/
spoofs stopped



- Our GIS Team (Geographic Information System) is an integral part of CUD's workforce. In 2023, we mapped 4,294 meters, 259.67 miles of STEP mains, and edited or mapped over 40,000 water assets and hydrants for Rutherford County.

- Mapping ensures that we have crews digging in the right spots. Our data helps CUD stop pipe breaks before they happen and helps us plan for expansion. Mapping also ensures proper water pressures to your home or business.

FINANCIAL TRANSPARENCY — AND OUR “AAA” RATING

Audits of utility districts are prepared using generally accepted government auditing standards and meet the requirements of the Tennessee Comptroller of the Treasury. The Comptroller may accept audits prepared by certified public accountants in lieu of state audits, provided the contracts for such audits are approved by the Comptroller and meet minimum established standards. Bond covenants require CUD to keep proper records that are examined by an independent certified public accountant or firm.



Our “AAA” rating from S&P Global Ratings is based on documents and other information provided by CUD.

According to spglobal.com, the AAA investment rating indicates an “extremely strong capacity to meet financial commitments.” The website also states that credit ratings “provide a common and transparent global language for investors to form a view on and compare the relative likelihood of whether an issuer may repay its debts on time and in full.”



The business model of CUD provides us with revenue from monthly bills and tap fees. As a public utility, we do not have any ongoing reliance on tax dollars for income.

This model enables us to work autonomously from local government so that we can focus fully on providing safe, potable, reliable drinking water and safe, sanitary wastewater disposal services for Rutherford County residents.

WATER TESTING

- Our water treatment plant samples these kinds of water on an ongoing basis: raw water from Stones River, finished water, and distribution system water.
- Finished water is tested continuously, and 120 samples from areas across the county are examined monthly.
- Samples are taken daily for pH value (acidity/base) that can affect taste and smell, and tests for hardness and alkalinity are run multiple times each day.
- Our plant sends samples to third-party labs for evaluation as required by the state and EPA at various intervals (monthly, quarterly, annually, and tri-annually).
- The plant tests for turbidity (cloudiness) continuously. Heavy rains can drive up turbidity due to runoff from sediment and mud into the river. The plant’s turbidity sensor is calibrated weekly to maintain data integrity.
- The plant uses an electronic flowcam to detect microbes much smaller than the width of a human hair. The readings help us prepare our filters to make sure by-products stay within limits so CUD can eliminate algae and bacteria, optimize disinfection, and maintain water quality.



For sampling, the plant uses 10 milliliter samples of raw, finished, and distribution water and adds reagents. First, a control sample of water is placed into the analyzer. Then, water with a reagent is added to test for color change. This is done to assess for levels of iron, phosphate, manganese, and aluminum. The readout is shown in the form of milligrams per liter.



rutherfordcountyttn.gov

- Rutherford County is the fastest-growing county in Tennessee.
- Mayor Joe Carr can be reached at (615) 898-7745, and the Solid Waste Department can be reached at 615-898-7739.
- The website lists the services available to residents of Rutherford County.



racschools.net
615-893-5812

- Our county is home to the fourth largest school district in Tennessee with more than 51,000 students
- Home of the top elementary and middle school in the state, and the second-ranked high school
- Director of Schools - Dr. Jimmy Sullivan
- Facebook: Rutherford County Schools • x.com: @rucoschools
- Instagram: @rutherfordcountyschools • YouTube: @RutherfordCountySchools



615-898-7777
rcsotn.com

STOP: Strategies and Tactics for Opioid Prevention - email: stop@rcsotn.org

- Educates people about the dangers of opioids
- Assists opioid-dependent citizens and their families through recovery resources
- Responds to overdoses and provides lifesaving doses of Narcan
- Arrests opioid dealers in the community

SCAN: Senior Citizens Awareness Network - 615-904-3139

- Provides food
- Conducts home safety/welfare checks
- Connects seniors with community services



615-898-7740

paws.rutherfordcountyttn.gov

PAWS (Pet Adoption and Welfare Services) offers the following:

- Animal control field services
- Adoptions and reclaims
- Low cost rabies vaccinations
- Microchips
- Free spay and neuter services, regardless of income
- Facebook: rutherfordcountypaws



mte.com
(877) 777-9020

- Heat Pump Loan Program - MTE can help you finance a new HVAC unit.
- Home Energy Checkup - MTE's Energy Pros can inspect your home at no cost to recommend ways to save on electricity costs.
- Home Uplift - Funding for low income households to increase energy efficiency and prepare for seasonal temperatures.
- EV Ready - Gives members a \$50 bill credit for the installation of wiring to support Level 2 charging of any electric vehicles at home.
- ProSolar - Free consultation to determine if solar is a good fit for your home.