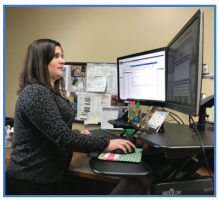
CONSOLIDATED UTILITY DISTRICT
Rutherford County, Tennessee

Rights, Responsibilities, and Quick Reference

709 New Salem Highway ● PO Box 249
Murfreesboro, TN 37133-0249
Open Monday - Friday, 8 a.m. - 4 p.m.
Phone: (615) 893-7225 ● Fax: (615) 225-3341
www.cudrc.com
myCUD: Available on Apple App Store and Google Play



Revised for 2025

***Vision Statement*: #1 Through Excellence and Innovation**

***Mission Statement:* To be #1, CUD is 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** - in all we do!
- **People** -respectful, loyal, diverse, self-motivated workforce
- **Integrity** - uphold ethical and trustworthy relationships
- **Responsibility** - stand accountable for our actions
- **Innovation** - continually challenge the process - embrace learning
- **Teamwork** - always work together to achieve a common goal - encourage collaboration

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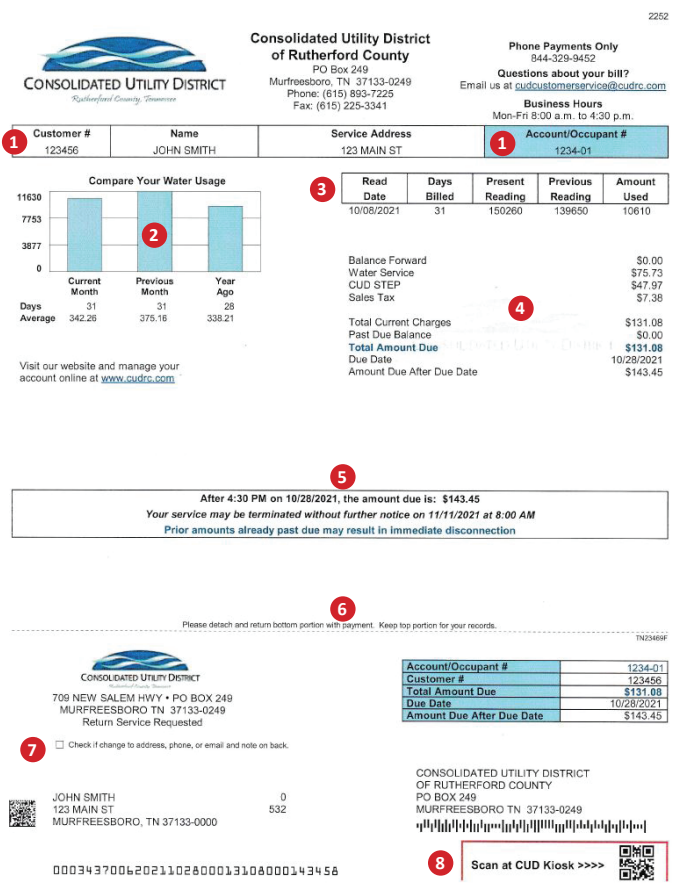
PAYMENT INFORMATION

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 cudcustomerservice@cudrc.com
Business Hours
Mon-Fri 8:00 a.m. to 4:30 p.m.

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

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

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

TN23489F

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

Account/Occupant #	1234-01
Customer #	123456
Total Amount Due	$131.08
Due Date	10/28/2021
Amount Due After Due Date	$143.45

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

JOHN SMITH 0
123 MAIN ST 532
MURFREESBORO, TN 37133-0000

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

8 Scan at CUD Kiosk >>>>

00034370062021102800013108000143456

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 usage (in gallons) 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 1 inch:

Minimum	$13.75
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)

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
Water usage will be billed monthly in accordance with policies and authorized rate schedules as set by the CUD Board of Commissioners as shown on the CUD website at **www.cudrc.com/rates**, or such information can be provided upon request by the customer.

Minimum Bill
All accounts are subject to a monthly minimum charge that is based on the meter size or service connection providing water to the service address as set by the Board of Commissioners and as shown on the CUD website at **www.cudrc.com/rates**, or such information can be provided upon request by the customer.

Billing Due Date
Accounts are due and payable by the due date stated on the bill. Cutoff dates are listed on the bill. In the event a monthly water bill is not paid after the due date noted on the water bill, there will be a late charge (as noted in the next section).

Late Charge

A late charge of ten percent (10%) of the total amount due for services provided by CUD as noted on the monthly water bill(s) shall be added to said bill(s) and will be due and owing to CUD.

Should it become necessary for CUD to employ an attorney to collect any unpaid water bill(s), the customer is responsible for paying all reasonable attorney fees incurred by CUD or attorney fees associated with the collection of said unpaid water bill(s), as well as any other cost and expenses associated with the collection of the water bill(s).

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.**

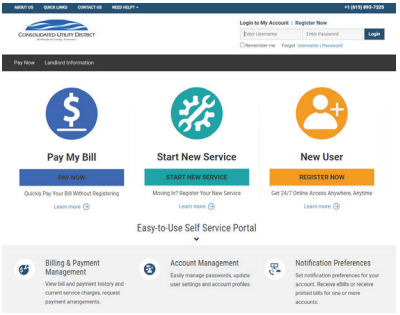
If you currently use an online billing service or bank, please allow a minimum of seven (7) business days for your payment to reach our office through the mail.

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 username 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 a.m. and 4 p.m. Monday through Friday for assistance.



connect.cudrc.com homepage

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 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.

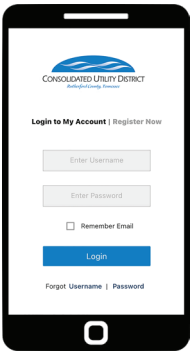
You can pay with a credit/debit card (Discover, Mastercard, or Visa) online or by telephone. You will be re-directed to a third-party site and will be required to pay a processing fee of $2.15 for transactions up to $400 and an additional $2.15 per $400 increment thereafter.

Note: If you are calling to pay your bill on the disconnection day, you can make full or partial payment through our automated payment system by calling 844-329-9452.

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 p.m. will be considered a same-day transaction. Payments made after 4 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

The CUD Board of Commissioners delegate to the General Manager, or his designated representatives, the authority to extend the water service beyond the service termination date, as shown on the water bill, for up to seven (7) days.

There is a maximum of one (1) extension approval per 6 months based on the customer's account history and current standing. Failure to honor the extension will result in disconnection of water service for non-payment in the amount of the bill(s) for which an extension has been requested by the customer, plus the reconnect fee.

Payment will be due in full in order for water service to be reconnected and no further extension request will be approved for the customer. If the account shows no disconnection of service for a 12-month period subsequent to the failure to honor a previous extension request, eligibility of future extension requests may be reinstated.

CUD does not allow extensions for returned checks. CUD does not allow any extensions on a bill(s) where a request by the customer for extension of payment has been made previously.

No extensions will be granted for accounts that are locked or have their meter pulled for non-payment.

An extension is only available for the current bill. Past due bills are not eligible for an extension. To qualify for an extension, all past due balances must be paid in full before the request is submitted. 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 a request 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's Board of Commissioners, effective November 1, 2008, adopted a Red Flag Rules Program mandated by the Federal Trade Commission. CUD maintains accounts for its customers paying for utility service where bills are sent, and payments are due monthly.

These accounts are covered under the Red Flag Rules adopted by the Federal Trade Commission in 16 C.F.R. § 681.2. CUD adopts this Identity Theft Prevention Program to comply with 16 C.F.R. § 681.2, which is designed to detect, prevent, and mitigate identity theft in connection with these customer accounts.

MANAGING YOUR WATER SERVICE ACCOUNT

ACCOUNT APPLICATION

Application for service may be completed in person or online, and the following information is required to complete the application for service:

- Driver's license or state and federally issued photo identification
- Social Security number
- Service address
- Lease agreement for rental properties
- Phone number
- Active email address
- Tax identification number if applicable

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. 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

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/TRANSFER YOUR SERVICE

Any customer moving from one location within CUD's service area to another location within CUD's service area shall be charged a non-refundable Service Transfer Fee as set by the CUD Board of Commissioners as shown on the CUD website at **www.cudrc.com/rates**, or such information can be provided upon request by the customer. The customer shall be responsible for payment of water consumed up to the date service is terminated at the previous service address.

Service Cancellation

In the case of a customer wishing to cancel service, the customer shall give CUD a minimum of one (1) business day notice to terminate service and termination will take place only on Monday through Friday.

A forwarding address shall be provided by the customer for the purpose of final billing. The outgoing customer shall be held responsible for all services rendered on such premises until such notice is received by CUD and CUD has had reasonable time to discontinue the water service.

However, if such notice has not been received, the application of a succeeding applicant for water, wastewater, stormwater or sanitary sewer service at the subject property will terminate the prior account.

Notwithstanding the above, CUD will accept telephone orders, for the convenience of its customers, to discontinue water, wastewater, stormwater and/or sanitation service from a service address and will use all reasonable diligence in the execution thereof.

CUD will only complete service orders during normal business. Any orders requested to be completed after hours shall be subject to an overtime fee.

Termination of Service

In the event utility service is disconnected by CUD for non-payment, there will be a minimum fee of $50 (fifty dollars) assessed to the account. Once the account has been flagged for disconnect, the disconnect fee stated herein will remain applied to the customer account and will not be removed.

A customer requesting CUD to reconnect same-day service for payments received after 3 p.m. will be required to pay an additional overtime charge of $100.00 (one hundred dollars).

Services will not be reconnected after 7 p.m. Service reconnection requests after 3:00 p.m. that are not agreeable to the overtime charge or that request reconnection after 7 p.m. will be processed the next normal business day.

Interruption of Service

In the case where a customer is experiencing an interruption of service or issues concerning service, it is the customer's responsibility to notify CUD first.

Once notified, CUD will, as soon as practicable, dispatch an authorized agent to investigate the complaint and identify if the issues are customer-related or related to CUD-owned assets.

CUD will not be responsible for the costs the customer has incurred from third parties for repairs or investigation of service issues.

Right to Provide Service/Right to Refuse Service

CUD shall have the right to refuse and/or terminate water service to an applicant, or current customer, if:

1. a condition concerning the water service requested, or currently being provided, is determined by CUD to be a hazardous condition
2. an applicant has previously, or a customer is currently, using equipment of CUD in such a manner as to adversely affect CUD's equipment or CUD's service to others
3. an applicant has previously tampered with CUD's equipment in any manner, or if a current customer is tampering with CUD's equipment in any manner
4. an applicant has been found previously, or a customer is currently, fraudulently obtaining unauthorized water service or has diverted water service for unauthorized use or has obtained water service without the same being properly registered upon CUD's meter
5. the applicant has previously been, or a customer currently is, in non-compliance with CUD's Terms and Conditions
6. the applicant has previously failed, or a customer currently is failing to fulfill the contractual obligations for service pursuant to CUD's Terms and Conditions

7. an applicant has previously failed, or a customer currently is failing, to permit CUD reasonable access to its equipment.

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.

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.

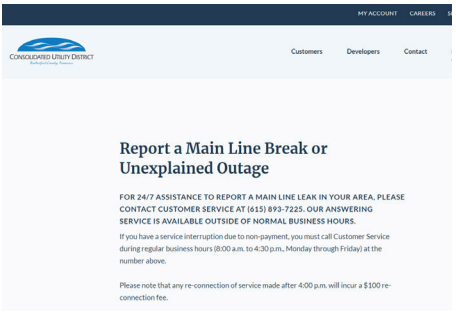
Customer Leak Adjustments

Single family residential service addresses that are individually metered may be eligible for a billing adjustment due to a water leak that has occurred beyond

CUD's water meter as outlined in the policy approved by CUD's Board of Commissioners and shown on the CUD website at **www.cudrc.com/leak-information**. This information can also be provided upon request by the customer. All leak adjustment forms must be submitted within ninety (90) days of the repair to be considered for an adjustment.

REPORTING AN OUTAGE

For 24/7 assistance to report a main line leak in your area, please contact Customer Service at (615) 893-7225 or visit **www.cudrc.com/report-an-outage**



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 a.m. - 4 p.m., Monday - Friday).

PROTECTION OF THE WATER SUPPLY

RESTRICTING WATER USE

CUD shall have the sole discretion to restrict the amount of water each customer receives. CUD shall also have the sole discretion to place any reasonable restrictions on customers' use of water and shall have the sole discretion to set a schedule of hours in which water shall be made available for customers' use.

CUD shall have sole discretion to allocate water or restrict the amount of water used by each customer in case of an emergency, water shortage, conservation or for any other reason that may be deemed proper by CUD in its sole discretion.

CUSTOMER NEGLIGENCE

In the case where damage has occurred to assets owned by CUD and, upon inspection by an authorized agent of CUD, it is determined that the damages occurred as a result of actions taken by the customer, or another party not CUD, repair charges incurred by CUD to make repairs, or to replace the damaged property, will be assessed to the customer and/or any person or entity employed, hired or directed by the customer who is responsible for the damage.

The charges will be assessed to the responsible party based on current market value of the materials and labor. The charges are to be adequate to cover expenses incurred by CUD for the replacement and/or repair of the asset damaged.

The repair charges herein will be billed through CUD's account billing system if the party responsible is an active customer. If the customer is non-active with CUD, the customer will be invoiced for the applicable charges.

Unauthorized Connections

Unauthorized use of CUD water on a disconnected/terminated service will be subject to fees and prosecution under Tennessee Codes Annotated 39-14-408. If a customer receives unauthorized water on terminated/disconnected services, CUD shall be authorized to disconnect service at the main line or at any other location necessary to stop the use of unauthorized water, 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 shown on the CUD website at **www.cudrc.com/rates**, and possibly subject to 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 usage will receive a citation and will be billed a cost recovery fee.

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.

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.

ACCESS TO UTILITY-OWNED ASSETS

CUD shall have access at all reasonable hours to the premises for the purpose of reading or testing meters or inspecting and repairing utility services and assets. It is the customer's responsibility to always keep CUD assets free and clear of obstructions and provide access to any assets located at the service address.

Water Quality Reports

To see Water Quality Reports, visit **www.cudrc.com/water-quality**. CUD tests water on an ongoing basis (with a monthly minimum of 150 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. Rates are determined by CUD's Board of Commissioners and will be billed with the water service.

STEP SYSTEMS

STEP SYSTEMS (SEPTIC TANK EFFLUENT PUMP)

STEP systems are the terminology used by CUD to refer to decentralized wastewater systems. STEP is short for Septic Tank Effluent Pump, which describes how sewage is moved to the treatment area.

Because Rutherford County does not have consistent usable soils for septic, a property can use a larger area of soils to disperse wastewater for an entire development. Wastewater for a home would flow to a septic tank as with a normal septic system, but then it is pumped to the shared treatment area.

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

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 – and to know the location of your STEP control panel.

Your responsibility extends to the point where the wastewater enters the tank and mixes with the tank water. You are responsible for all fixtures and piping inside the home, and from the home to the tank. Rain gutters, storm drains, and garage floor drains are prohibited from being connected to the STEP system in any way.

Protecting Your STEP System

To keep the STEP System in good working order, CUD offers the following guidelines (negligent abuse of these may result in additional fees being charged to the customer for repairs):

- 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. Adult wet wipes should never be flushed, regardless if they are labeled "flushable". These do not dissolve and will damage the pump.
- 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 10 feet from a property line.
- 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, sidewalk, expanding your driveway, or landscaping on your property, you will need to avoid the easement around the STEP tank. The easement extends 10 feet around the outside of the tank, and is necessary to maintain and possibly replace the tank if needed in the future.

- 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.

Call CUD immediately after silencing the alarm to make sure they are notified to make a service call. The tank has a reserve storage capacity that will last approximately 24 hours, but the call should be made immediately. 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 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.

No customer served by CUD shall be permitted to cross-connect the water service supplied by CUD to any other water supply. That is, no physical connections shall be made by the customer to any other distribution system or source other than that furnished by CUD as outlined in CUD's current Cross-Connection Policy.

Failure to comply with Cross-Connection Policies as set forth by CUD shall subject the customer to charges outlined in CUD's Cross Connection Policy as found on the CUD website, or such information can be provided upon request by the customer.

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. This includes irrigation backflow prevention devices installed on property controlled or owned by our customers. 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 steps are 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 Cross-Connection Policy. Failure to comply will subject the customer to charges outlined in CUD's Cross-Connection Policy.

Backflow Preventers and Testing

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.

All customers, other than individually metered single family residences, are required to have a backflow preventer installed on the service line prior to any branch water lines that service additional facilities.

The type of backflow to be installed will be based on the use of the property as noted on the application by the customer. Any service with an irrigation system attached will be required to have a reduced pressure backflow preventer installed.

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.

It is the customer's responsibility to have the device tested by a Certified Tester approved by CUD. Failure to have the device tested can result in disconnection of service and subject to reconnection, and other applicable, fees.

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 Consolidated Utility District of Rutherford County, Tennessee.

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.

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

S**ystem 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.

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.

Returned Checks

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

Office Hours

Monday-Friday, 8 a.m. – 4 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.

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

Lynnisse 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

NOTES

NOTES

PLACE THIS TAG ON YOUR MAIN WATER SHUT-OFF VALVE

CONSOLIDATED UTILITY DISTRICT
Rutherford County, Tennessee

cudrc.com
(615-893-7225)

When you locate the valve, cut off the blue tag to the left and attach to 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.