

## MDC CUSTOMER NOTICE REGARDING CUSTOMER SERVICE CALL CENTER

April 14, 2020

Due to operational changes that have been made to address the COVID-19 pandemic, call volume and hold time may increase. We thank you for your patience. For the safety and health of our staff and customers, Customer Service Representatives are working remotely. Please understand that unintended background noise may be present as staff adjust to working from home to take calls. We will continue providing you with full customer service and account support. Thank you for your understanding and we wish you and your family good health.

***About MDC:** The MDC is a nonprofit municipal corporation chartered by the Connecticut General Assembly in 1929. The MDC provides water, wastewater treatment and other services to its member towns: Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor. In addition, the District supplies treated water to portions of Glastonbury, South Windsor, Farmington, East Granby and Portland*

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