




# ONLINE SELF SERVICE PROFILE

- » View your billing and payment history
- » Sign up for PAPERLESS billing
- » Receive email alerts when the bill arrives or payments are due

 **RECURRING PAYMENTS**  
Enroll to set up recurring payments with NO FEES.

 **ONE-TIME PAYMENTS**  
Enroll to make one-time payments with NO FEES.

 **CREDIT CARD AND DEBIT PAYMENTS**  
Make payments online with your credit card or debit card. FEES APPLY.

Visit us at [www.themdc.org](http://www.themdc.org) to create your very own Self Service Profile.





## CHANGES TO YOUR WATER BILL

It is important to note, **all customer account numbers changed** with the first billing cycle of January 2020. If you pay your MDC bill through another financial institution you will want to make them aware of this change.

**MDC** The Metropolitan District  
water supply • environmental services • geographic information  
555 Main Street, PO Box 800  
Hartford CT 06142  
Tel. 860 278-7850  
[www.themdc.org](http://www.themdc.org)

Account No.: 21001488    Page: 1 of 3  
Invoice No.: 1000004409    Invoice Date: 10/20/2019  
Customer Name: John Smith  
Service Address: 555 Main St  
Hartford CT 06103-2915

**NEW PAYMENT OPTION!**  
Pay your bill in person at any of these participating retailers.

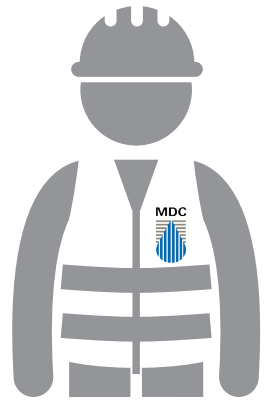
## ! WARNING!

### MDC WARNS OF IMPOSTERS:

Customers need to be cautious of individuals posing as water company employees in an attempt to enter residential homes.

The MDC urges all residents, especially those who are home during the day, to be on alert for imposters by following these tips:

- MDC field employees wear clothing and drive vehicles clearly marked with the **MDC** logo.
- The MDC encourages customers to stay secure within the home while asking for identification from anyone who comes to their door. All MDC employees have photo identification badges and will gladly display them upon request. **The policy is "No Identification - No Entry".**
- If someone comes to your door claiming to be from the water company and *you do not have a previously scheduled appointment*, **do not** allow access to your home until calling the MDC Command Center at 860- 278-7850 and press 1 to verify their identity.
- If you have any doubt about the individual's identity or motives, or authenticity of their credentials, do not allow them entry into your home and call the police.
- At the current time due to COVID-19, MDC is doing VERY limited in-house calls (emergency only).



**MDC** MDC is a non-profit municipal corporation supplying water, wastewater collection and treatment services to its eight member towns:

**Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield, Windsor and portions of other towns in the region.**

PO Box 800  
Hartford, CT 06142-0800  
860.278.7850

[www.themdc.org](http://www.themdc.org)

[facebook.com/themetropolitandistrict](https://facebook.com/themetropolitandistrict)

@themetropolitandistrict

@MDCWater



2020 | April

## Sign Up for MDC Alerts



...powered by **Everbridge** to stay informed during water and sewer emergencies. Sign up by visiting our website at [www.themdc.org](http://www.themdc.org).

**Outreach efforts for construction projects have been modified to adhere to social distancing requirements.** Our usual door-to-door efforts are being replaced during this time with mailings, emails, and phone calls to keep residents informed of work scheduled in your neighborhoods. Signing up for MDC Alerts is a helpful way for us to connect with you for water or sewer emergencies or during times, such as these, when sharing important information with our customer base in real time is a necessity.



**MDC ALERTS**  
**NOTIFICATION SIGN UP**

POWERED BY  
**everbridge**



## Customer Information

### INSIDE:

- COVID-19 Customer Update
- Customer Service and Billing
- Changes to Your Water Bill
- MDC Warns of Imposters
- Household Hazardous Waste Collection Schedule





# COVID-19 Customer Update

In response to ongoing developments relating to the coronavirus (COVID-19) pandemic, the Metropolitan District (MDC) continues to enact and update protocols to keep our employees and customers safe, which in turn will allow us to provide uninterrupted drinking water and wastewater services to more than 400,000 residents of the Hartford Region.

## CUSTOMER SERVICE CENTER & BILLING: Closure to Walk-in Customers & Suspension of Late Fees

For the time being, the MDC's payment center located at 60 Murphy Road in Hartford, will be closed to walk-in customers. Please refer to your bill for a complete list of payment options including drop box locations, payment centers at local participating retailers, and online ([www.themdc.org](http://www.themdc.org)) or over the phone (860) 278-7850, alternatives. Until further notice, **customers will not be penalized for late payments.**

## METER READING CYCLES

Due to adjustments we've made to staffing during this time to support operational needs, meter reading schedules may be affected resulting in changes to the number of days in your billing period, which is usually 25 days. We appreciate your flexibility and understanding as we make these temporary adjustments.

## LIMITED PARKING AT MDC RECREATION AREAS

The MDC public parking capacity is finite and therefore visitors will be limited based on available designated parking spaces at its recreational areas located at the **West Hartford Reservoir on Farmington Avenue and Reservoir # 6 in Bloomfield.** In order for MDC's staff to be able to manage and support public safety needs while recreating, MDC must have unrestricted access to the Red Loop and treatment plant through the parking areas. A variable messaging sign

is installed outside the West Hartford location stating that **Parking is limited, and that access will be closed when the lot is full.**

The MDC is not currently limiting pedestrians or bikers at this point, unless we experience public safety concerns and our ability to respond to the public's needs are compromised. As a reminder, **Reservoir #6 in Bloomfield does not allow bicycles, only pedestrian access.**

For the time being, the outdoor recreation areas located in West Hartford, Bloomfield and Hartland will continue to remain open.

**All visitors to MDC recreation areas are expected to follow appropriate CDC COVID-19 social distancing guidelines.**

## REMINDER REGARDING WHAT NOT TO FLUSH DOWN TOILETS

MDC is reminding customers to not flush disinfectant wipes (or any type of wipes), paper towels, facial tissue or materials other than toilet paper down your toilet as they are not designed to break down in the wastewater treatment process. **Flushing these items can cause additional maintenance issues at MDC facilities and more importantly potentially clog your home's lateral and cause sewer backups in surrounding homes and neighborhood streets.**



**TOILETS ARE NOT TRASHCANS™**  
Only Flush the 3 P's: Pee, Poop, & Toilet Paper  
visit [www.nacwa.org/toilets](http://www.nacwa.org/toilets)

## FOR MORE INFORMATION

To keep our customers informed, there is a dedicated webpage for information and FAQs about COVID-19 as it relates to the MDC:

[www.themdc.org/news-events/covid-19-information](http://www.themdc.org/news-events/covid-19-information)

For more information on Water Transmission and COVID-19:

[cdc.gov/coronavirus/2019-ncov/php/water.html](http://cdc.gov/coronavirus/2019-ncov/php/water.html)

For the most up to date information, please visit our website, [www.themdc.org](http://www.themdc.org) or follow us on social media.

## MDC CONTINUES TO COORDINATE WITH STATE AND FEDERAL REGULATORS ON THE SAFETY OF PUBLIC DRINKING WATER AND WASTEWATER

The Centers for Disease Control (CDC) and the Environmental Protection Agency (EPA) have FAQs available on COVID-19 as to how it relates to public drinking water and wastewater.

### "Can the COVID-19 virus spread through drinking water?"

"The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."

### "Can the COVID-19 virus spread through sewerage systems?"

"CDC is reviewing all data on COVID-19 transmission as information becomes available. At this time, the risk of transmission of the virus that causes COVID-19 through sewerage systems is thought to be low. Although transmission of COVID-19 through sewage may be possible, there is no evidence to date that this has occurred. This guidance will be updated as necessary as new evidence is assessed."

## 2020 MDC Household Hazardous Waste Collection

Collections are held on Saturdays from 8 a.m. - 1 p.m.\*

Residents of the following towns may attend ANY MDC sponsored HHW collection event:

- Bloomfield
- East Granby
- East Hartford
- Hartford
- Newington
- Rocky Hill
- West Hartford
- Wethersfield
- Windsor
- Windsor Locks

DATE	TOWN	LOCATION
Aug 15, 2020*	Newington	Town Garage, 281 Milk Lane (off Fenn Road)
Aug 22, 2020	Wethersfield	Wethersfield High School, 411 Wolcott Hill Road
Aug 29, 2020	Windsor	Poquonock WPCF, 1222 Poquonock Avenue
Sep 19, 2020*	Bloomfield	Public Works Building, 21 Southwood Drive
Sep 26, 2020*	West Hartford	Public Works Garage, 17 Brixton Street
Oct 10, 2020*	Windsor Locks/E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
Oct 24, 2020	East Hartford	East Hartford Transfer Station, 61 Ecology Drive
Nov 1, 2020*	West Hartford	Hall High School, 975 North Main Street
Nov 14, 2020	Rocky Hill	Rocky Hill WPCF, 80 Goff Brook Lane
Nov 21, 2020	Hartford	MDC Operations Facility, 125 Maxim Road

(WPCF = Water Pollution Control Facility)

\* One collection is held on **Sunday**, November 1, 2020

+ Used oil is accepted at this collection.