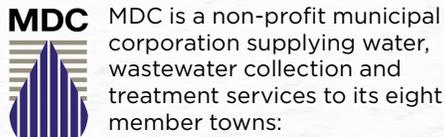




# Customer Information

## INSIDE:

- COVID-19 Update
- GO GREEN with Paperless Billing
- Customer Assistance Program



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  
facebook.com/themetropolitandistrict



@themetropolitandistrict



@MDCWater



2020 | May

## 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).



**MDC ALERTS  
NOTIFICATION SIGN UP**

POWERED BY



# MDC Helps You GO GREEN

## GO PAPERLESS! Easy. Convenient. Free!

### Benefits of Creating an online Self Service Profile:

- » View your billing and payment history
- » Access your billing statements
- » Variety of payment options
- » No Fees
- » Payment reminders
- » Paperless Options

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

### New Payment Option!

**PAY IN PERSON** (cash only) at any of these participating retailers:



Visit [www.themdc.org](http://www.themdc.org) to learn about all the ways to pay your bill.



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



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



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



# COVID-19 Customer Update

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

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.

## DRINKING WATER AND WASTEWATER

All operations related to MDC drinking water and wastewater treatment will continue. MDC customers can be assured that their drinking water is safe and can be consumed and used as normal.

## 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. **The MDC has suspended water service shutoffs on delinquent accounts as well as dunning (late fees) and interest through June 30.** In fairness to all customers, water meters will continue to record water usage and water bills will continue to be generated and delivered.

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.**

## RECREATION AREA UPDATE: West Hartford Reservoirs and Reservoir 6

In response to the COVID-19 pandemic, due to limited District staff and to address public safety concerns, MDC

recreation areas in West Hartford and Bloomfield will not allow any new vehicles in after 4 PM. Throughout the day, if parking lots reach capacity, they will close until a significant number of vehicles leave. **All visitors to MDC recreation areas are expected to follow appropriate CDC social distancing guidelines.**

## MDC'S CUSTOMER ASSISTANCE PROGRAM THROUGH OPERATION FUEL

MDC created its Customer Assistance Program in cooperation with Operation Fuel to assist lower-income MDC customers who may be struggling to pay their water bill. To determine eligibility, contact Operation Fuel at (860)243-2345.

Customers can contribute to help other MDC customers in need by donating to the Customer Assistance Program online ([themdc.org/customers/billing-services/how-to-pay-your-bill](http://themdc.org/customers/billing-services/how-to-pay-your-bill)) when paying their monthly bill. A \$1, \$5, or \$10 donation can be added to your payment as a one time or recurring contribution. 100% of the funds collected goes directly to providing water assistance.



## 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

## Providing Quality, Reliable Service during uncertain times...

MDC's water professionals continue working hard every single day to ensure your water and wastewater services are **#ThereWhenYouNeedIt.**

- [facebook.com/themetropolitandistrict](https://facebook.com/themetropolitandistrict)
- [@themetropolitandistrict](https://instagram.com/themetropolitandistrict)
- [@MDCWater](https://twitter.com/MDCWater)

as to how it relates to public drinking water and wastewater.

For more information on Water Transmission and COVID-19:

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

## REMINDER REGARDING WHAT NOT TO FLUSH DOWN TOILETS

Reminder to MDC customers: Do not flush disinfectant wipes (or ANY type of wipes), paper towels, facial tissue or any materials other than toilet paper down your toilet as they are NOT designed to break down in the wastewater treatment process.



visit [www.nacwa.org/toilets](http://www.nacwa.org/toilets)

**TOILETS ARE NOT TRASHCANS™**  
Only Flush the 3 P's: Pee, Poop, & Toilet Paper

## MDC REMINDS CUSTOMERS TO BE SAFE AND ALERT TO IMPOSTERS

Customers need to be cautious of individuals posing as water company employees in an attempt to enter residential homes. The MDC would like to remind 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.
- Ask for identification. All MDC employees have photo identification badges and will gladly display them upon request. The policy is **"No Identification - No Entry"**.
- Verify. Call the MDC Command Center at 860- 278-7850 and press 1
- At the current time due to COVID-19, MDC is doing VERY limited in-house calls (emergency only).

