

MDC REMINDS CUSTOMERS ABOUT RETURN TO SERVICE PROTOCOLS
Guidance document released in advance of turning water systems back on

May 5, 2020
For Immediate Release

(HARTFORD, CT) – In advance of the potential opening of buildings shut down across Connecticut due to the COVID-19 pandemic, the Metropolitan District (MDC) is working with local health districts to inform our customers of the proper “return to service” procedures recommended by the CT Department of Public Health (CT DPH).

CT DPH issued a guidance document that recommends specific protocols for buildings or portions of a building’s water systems that have not been utilized for a prolonged time, which will result in stagnation of potable water within the internal plumbing. If not properly managed, stagnant potable water in a building’s internal plumbing can pose a health risk.

The most crucial action to take is the flushing of a building’s plumbing when the water has not been used, or use was significantly reduced. Additional protocols address proper cleaning and disinfection of equipment, worker safety precautions as well as other recommendations. The MDC recommends everyone follow CT DPH guidance.

The guidance document can be downloaded from the MDC’s COVID-10 information page:
<https://themdc.org/assets/uploads/files/COVID%2019/COVID-19-Return-to-Service-Guidance.pdf>

***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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