




CUSTOMER INFORMATION

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.

The Metropolitan District
555 Main Street
Hartford, CT 06103
www.themdc.org

facebook.com/themetropolitandistrict 

[@themetropolitandistrict](https://www.instagram.com/themetropolitandistrict) 

[@MDCWater](https://www.facebook.com/MDCWater) 

El anuncio con información en español, está disponible en nuestra página web en www.themdc.org/billing-services/rates

PROTECTING YOUR HOME

Backwater Valve Program

If you experience basement flooding during wet weather events you may qualify for the MDC Backwater Valve Program (BWVP).

The BWVP separates the inflow and infiltration from your home's footing and foundation drains and roof leader connections to the sanitary sewer system. By removing these excess water sources from entering the system, surcharging (backups) are greatly reduced during wet weather events.

To find out if you qualify for the BWVP, **contact our Utility Services Department at (860) 278-7850 ext. 3780** to schedule an inspection of the internal drain piping in your basement.



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.



MDC ALERTS
NOTIFICATION SIGN UP

POWERED BY
everbridge



Ways to Pay Your Bill

ONLINE SELF SERVICE PROFILE

Benefits of Creating an 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
- » Avoid processing fees



CREDIT CARD AND DEBIT PAYMENTS

Make payments online with your credit card or debit card. FEES APPLY.



ONE-TIME PAYMENTS

Enroll to make one-time payments with NO FEES.



RECURRING PAYMENTS

Enroll to set up recurring payments with NO FEES.

Visit us at www.themdc.org to create your very own Self Service Profile.

(Auto-enroll into paperless billing when you create your online profile)



PAY BY MAIL

The Metropolitan District (MDC)
P.O. Box 990092
Hartford, CT 06199-0092



DROP BOX

Payment drop boxes are available at 2 locations:
• 555 Main St, Hartford
• 60 Murphy Rd, Hartford



PAY BY PHONE

Make automated credit card and debit payments. FEES APPLY.
860.278.7850

RETAIL CASH PAYMENTS

Pay in person (cash only) at any one of the following participating retailers:





Need Assistance Paying Your Bill?

MDC Partners with Operation Fuel

Operation Fuel is a private, nonprofit that provides emergency energy and water utility assistance to lower-income working families, individuals and elderly Connecticut residents.

The MDC began its partnership with Operation Fuel in 2018 to assist its customers who are struggling to pay their water bills and are at risk of losing access to water in their homes.

Any Customer interested in the Customer Assistance Program can contact Operation Fuel at 860-243-2345 or apply online at www.operationfuel.org/gethelp

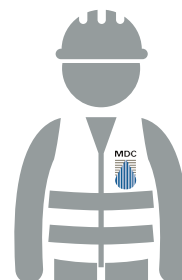


OPERATION FUEL
WE ADVOCATE. WE COLLABORATE. WE SERVE.

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).



Keeping you informed is an important part of what we do. You can also follow us on Social Media through Facebook, Instagram and Twitter.



DID YOU KNOW?

There are several informative videos that cover a wide variety of topics, in English and Spanish, available on our YouTube page. Simply visit us at www.themdc.org and click the YouTube icon to view the following...



- ▶ Drinking Water
- ▶ Waste Water
- ▶ Understanding Your Water Bill
- ▶ Why is My Water Bill Increasing
- ▶ Environmental Stewardship
- ▶ How to Dispose of Fats, Oils and Grease (FOG)
- ▶ The Clean Water Project
- ▶ Ad Valorem (What is that?)
- ▶ MDC Alerts

...and more!

2021 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

(WPCF = Water Pollution Control Facility)

* One collection is held on **Sunday, June 27, 2021**

+ Used oil is accepted at this collection.

^Used oil from Windsor Locks Residents ONLY accepted at this collection.

In 2021 MDC will continue to require ALL attendees to follow Covid-19 protocols when attending a Household Hazardous Waste Collection. Covid-19 protocols can be found on the MDC website: www.themdc.org.

DATE	TOWN	LOCATION
May 1, 2021*	Newington	Town Garage, 281 Milk Lane (off Fenn Road)
May 8, 2021	Hartford	MDC Operations Facility, 125 Maxim Road
May 22, 2021	Windsor	Poquonock WPCF, 1222 Poquonock Avenue
Jun 5, 2021	Wethersfield	Wethersfield High School, 411 Wolcott Hill Road
Jun 27, 2021*	West Hartford	Public Works Garage, 17 Brixton Street
Sep 18, 2021	West Hartford	Public Works Garage, 17 Brixton Street
Sep 25, 2021*	Bloomfield	Public Works Building, 21 Southwood Drive
Oct 2, 2021	Rocky Hill	Rocky Hill WPCF, 80 Goff Brook Lane
Oct 23, 2021^	Windsor Locks/ E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
Oct 30, 2021	East Hartford	East Hartford WPCF, 65 Pitkin Street