

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

facebook.com/  
themetropolitandistrict

@themetropolitandistrict

@MDCWater

*El anuncio con información en español, está disponible en nuestra página web en [www.themdc.org/billing-services/rates](http://www.themdc.org/billing-services/rates)*

## Hydrant Flushing

The Metropolitan District flushes approximately 11,000 fire hydrants throughout its towns from spring through the end of summer of each year. This is done to maintain the quality of our water and ensure that the fire hydrants servicing your community are in good working condition for fire protection.

Fire hydrant flushing can temporarily result in discolored water. If discolored water occurs in your home, run the cold water in your bathtub for approximately 20 minutes until the water runs clear. This discoloration is not harmful and is due to sediment and iron that collects in the pipe throughout the year which is disturbed and removed by the flushing process.

As part of the MDC fire hydrant flushing process, the MDC continuously takes water samples throughout the area to ensure that the sediment has been cleared from the system.

**If the discolored water persists please contact the MDC's 24-Hour Emergency Command Center (860) 278-7850 and press 1.**

Visit our website at  
[www.themdc.org](http://www.themdc.org)

to view the latest Flushing Schedule by town. This information is subject to change so please check back periodically for the most current schedule.

## 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](http://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:



## Avoid Leaks – Save \$\$\$\$

Did you know... even a tiny water leak the size of a pin prick can waste more than 250 gallons in one day (and more than 7,500 gallons in one month)? It's true – and every gallon wasted adds unnecessary dollars to your monthly water bill.

To save money – and reduce the loss of water in your home – the MDC recommends checking for leaky faucets, toilets or pipes, monitoring use, and following a few simple tips, such as:

- Water your lawn in the early morning or evening
- Avoid watering the pavement when using lawn sprinklers
- Replace 5-gallon-per-flush toilets with 1.6-gallon-per-flush units
- Run only full loads in dishwashers and washing machines
- Plant trees and shrubs in the fall

So, taking a few little steps can help you reach peak performance with water use at home – and save you money each month.

Size of Leak	Gallons Lost Each Day
1/4"	16,000
1/8"	4,000
1/16"	1,000
1/32"	250



## Keep FOG out of your drain

When fats, oils and grease (FOG) are put down your drain, they can cause many problems further down the sewer pipe. Grease and fat from food products will solidify and clog pipes, causing blockages which may cause a sewage backup into your home.

Blockages may also trigger an overflow or backup of sewage into streets or waterways creating a public health risk and threatening the environment.

In your home, scrape pots and pans into the garbage prior to washing, and use a screen drain to collect food particles. Restaurants and other food service establishments must follow strict guidelines set forth by the CT Department of Energy and Environmental Protection (DEEP), and enforced by MDC to reduce FOG in the sewer system.

To learn more, visit [www.themdc.org](http://www.themdc.org).

## REMINDER!



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 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.**

## 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.

DATE	TOWN	LOCATION
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

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