

MDC ISSUES ADVISORY REGARDING TROPICAL STORM HENRI

For Immediate Release
August 20, 2021

(HARTFORD, CT) – The Metropolitan District (MDC) will take measures to prepare for the potential storm event forecasted for this weekend. The National Hurricane Center forecasts that Tropical Storm Henri will make landfall in Connecticut on Sunday.

The MDC’s Command Center, located on 125 Maxim Road in Hartford, operates 24 hours a day, 7 days a week to respond to emergencies. The MDC makes additional staff, fuel, generators and supplies available in preparation for potential emergencies. The MDC will coordinate with officials in our Member Towns.

Customers should follow regular MDC emergency procedures for any sewer back-ups that may occur as a result of the storm. The procedures are located on the website: <https://themdc.org/emergencies/sewer/>

Occasionally, sanitary sewer pipes fail or become blocked, causing sewage to back-up through plumbing fixtures such as set tubs, toilets, or washing machine drains. If you reside in an MDC member town and are serviced by our sanitary sewer collection system, call the MDC command center immediately at (860) 278-7850 and press 1, if a back-up occurs.

While every effort will be made to respond to your backup problem as quickly as possible, you should be aware of what to do while help is on the way:

- ***Avoid using toilets, sinks, showers, washing machines, dishwashers, etc. Since wastewater from these appliances has nowhere to go, your backup will only get worse.***
- ***Minimize contact with the wastewater backing up in your home. After the problem has been resolved, wash basement walls and floors with a disinfectant.***

The MDC will continue to monitor weather conditions and issue additional advisories as necessary. Please see additional FAQs.

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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STORM EVENT FREQUENTLY ASKED QUESTIONS

Will I lose water service during a storm?

Over ninety five percent of MDC's water supply distribution areas are served by gravity; therefore, it is unlikely that power interruptions will affect your water service. In the few areas serviced by pump stations, as opposed to being gravity fed, MDC has deployed on-site generators to provide back-up power if necessary during the storm. If you do experience problems with your water service, please call the MDC Command Center immediately at **860-278-7850 and press 1.**

Can I flush my toilet during the storm?

Power interruptions will not affect your ability to flush toilets; however, during heavy rains, some MDC sewer systems can become overloaded by storm water. Storm water can also enter the sanitary sewers through sump pumps and roof leaders connected to the sewer. If the sewer becomes overloaded with this clean water, customers can experience surcharging in their homes. If you experience surcharging during the storm, avoid flushing the toilet or running the water and call our Command Center.

What do I do if I have a sewage back up in my home?

Call the MDC Command Center immediately. While every effort will be made to respond to your backup problem as quickly as possible, and MDC forces will be fully staffed and at a high state of readiness, there may be some response delays, depending upon the severity of the weather event. You should be aware of what to do while help is on the way:

- Avoid using toilets, sinks, showers, washing machines, dishwashers, etc., as wastewater from these appliances will have no outlet.
- Minimize physical contact with the wastewater backing up in your home.
- Never operate or disconnect an electrical appliance or main fuse box while standing in water. Call your local electric utility if you need your power shut off to "protect" appliances.

What should I do if I have a backwater valve?

If you have one or more backwater valves, make sure the traps are clean and nothing is interfering with the flappers. Although the MDC does not manage storm water, a storm event contributes water into our sewer system, and a surcharge into your basement can occur if the backwater valve devices are not working properly. To request information on backwater valves, contact MDC Utility Services at utilityservices@themdc.com.

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