



2023

WATER AND SEWER RATES

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

2023 | January

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[@MDCWater](https://twitter.com/MDCWater)

PROTECTING YOUR PIPES FROM FREEZING



Disconnect garden hoses from your outside faucets. Close the inside shut off valves to your outdoor water supply. Leave the outside faucets open to drain any remaining water from the pipe.



Insulate water pipes in any unheated areas of your house such as basements, crawl spaces and garages.



Inspect your basement for broken windows or especially drafty areas. Cold air blowing directly on a water pipe can cause the pipes to freeze.



In extreme cold, let a slow trickle of cold water run continuously through faucets that are served by pipes that are exposed to cold to prevent freezing.



If you are going away for the winter consider draining your system. Ask a qualified plumber how to do this or contact the MDC so that your water can be shut off at the curb box.



Know the location of the main valve for your water supply. If a pipe does break in your home, shut off the valve and contact a plumber.

MDC customers are responsible for the maintenance and repair of the internal plumbing of their property.

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



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.

FEE NOTICES

Non-Payment Turn On Fee

The Non-Payment Turn On Fee will be increasing to \$170 effective January 1, 2023. If you are experiencing financial hardship, please contact our Customer Service Department at (860) 278-7850 for assistance in determining eligibility for payment arrangements.

Fats, Oils and Grease (FOG) Fee

The annual FOG Fee (\$150) is associated with the review and approval of facility registration forms as well as inspections and has been billed annually to Class III and IV and FDA class 2, 3, and 4 Food Service Establishments (FSEs).

Starting in 2023, this fee will be invoiced to all FSEs as a FOG Fee line item at the rate of \$12.50 per month.

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





WATER & SEWER RATES

Effective January 1, 2023

WATER RATES

Water Used Charge (treated water)

- ▶ Based on the quantity of water used as read at the meter. (1 ccf = 748 gallons)
- ▶ Billing rate = \$3.80 per 100 cubic feet (ccf).

Water Customer Service Charge

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$14.98	4"	\$243.55
3/4"	\$14.98	6"	\$486.07
1"	\$14.98	8"	\$771.16
1-1/2"	\$48.60	10"	\$1,777.77
2"	\$77.80	12"	\$1,896.38
3"	\$145.89		

- ▶ Applicable to all active services.
- ▶ Recovers a portion of the fixed operating, maintenance and debt costs associated with water operations.

Surcharge Outside the District (non-member towns)

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$14.98	4"	\$243.55
3/4"	\$14.98	6"	\$486.07
1"	\$14.98	8"	\$771.16
1-1/2"	\$48.60	10"	\$1,777.77
2"	\$77.80	12"	\$1,896.38
3"	\$145.89		

Surcharge Outside the District for Capital Improvements (non-member towns)

- ▶ Applied to recover the cost of major capital improvements and/or upgrades such as water main extensions, pump stations, etc., in non-member towns.

FARMINGTON

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$1.84	3"	\$322.20
1"	\$3.68	4"	\$552.33
1-1/2"	\$7.36	6"	\$736.45
2"	\$138.08	8"	\$1,841.12

GLASTONBURY

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$1.60	2"	\$119.74
3/4"	\$2.39	3"	\$279.39
1"	\$3.19	4"	\$478.96
1-1/2"	\$6.39	6"	\$638.61

SOUTH WINDSOR

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$1.46	2"	\$109.67
3/4"	\$2.19	3"	\$255.90
1"	\$2.92	4"	\$438.68
1-1/2"	\$5.85		

MANCHESTER

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$2.79	3"	\$487.54
1"	\$5.57	6"	\$1,114.38

SEWER RATES

Sewer Customer Service Charge

- ▶ Billing rate = \$9.00 per month.
- ▶ Recovers certain sewer costs, previously paid through a portion of Ad Valorem, including private property sewer work to investigate backups, unclog sewer laterals, excavate and repair sewer laterals and for 24-hour sewer emergency response. This work is separate from the treatment and disposal of sewage released from a property that is paid for via the Ad Valorem tax method.

Sewer User Charge

- ▶ Billing rate = \$5.90 per 100 cubic feet (ccf).
- ▶ Most MDC member town customers pay for their sewer service via Ad Valorem as part of their municipal property taxes.
- ▶ All non-municipal tax-exempt users (hospitals, churches, etc.) and high-flow users (industrial/commercial customers with an average daily sewage discharge of more than 25,000 gallons) pay a sewer user charge in lieu of the Ad Valorem tax.

FEDERAL/STATE REGULATORY CHARGES

The Clean Water Project Charge (CWPC)

- ▶ Billing rate = \$4.25 per 100 cubic feet (ccf).

The CWPC is based on metered water consumption. The CWPC is charged to District customers who have both water and sewer services provided by the District.

The CWPC was established to create a dedicated fund for the payment of debt and capital associated with the Clean Water Project (CWP).

The CWP was developed in order to comply with a federal consent decree from the Environmental Protection Agency and a state consent order from the CT Department of Energy and Environmental Protection.

Referendums passed in 2006 and 2012 authorized the spending of \$1.6 billion for the Clean Water Project.

For a complete list of approved charges, please visit the Customer Service section on rates at www.themdc.org (www.themdc.org/customers/billing-services/rates)

