



April 2023

# 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)

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@themetropolitandistrict

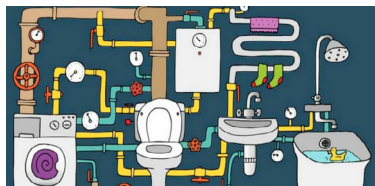
@MDCWater

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

## PROTECTING YOUR HOME

### Sewer Backup Prevention

The MDC offers a variety of programs, including the Backwater Valve Program (BWVP), to assist MDC sewer customers in the prevention of sewer backups into their homes. By protecting basement fixtures and eliminating excess storm and ground water from entering the sanitary sewer system, surcharges (backups) are greatly reduced.



Learn more about the BWVP and other initiatives to protect your home by visiting our website at [www.themdc.org/utility-services/](http://www.themdc.org/utility-services/) or by contacting our **Utility Services Department** at (860) 278-7850 Ext. 3123.



## 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](http://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!



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



## 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!



**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.**

## 2023 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 4, 2023

+ Location change for 2023

In the event you are unable to attend any of the above collections and wish to dispose of hazardous waste (for a fee) you can contact New England Disposal Technologies, Inc. at 866.769.1621 or [info@nedt.org](mailto:info@nedt.org).

Check the website, [www.themdc.org](http://www.themdc.org), ahead of any planned collection as dates are subject to change.

DATE	TOWN	LOCATION
April 29	Newington	Town Garage, 281 Milk Lane (off Fenn Road)
May 13	Rocky Hill	Rocky Hill WPCF, 80 Goff Brook Lane
May 20	East Hartford	East Hartford WPCF, 65 Pitkin Street
June 4 (Sun)*	West Hartford	Public Works Garage, 17 Brixton Street
June 24+	Wethersfield	Webb Elementary School, 51 Willow Street
September 9	Bloomfield	Public Works Building, 21 Southwood Drive
September 23	Windsor	Poquonock WPCF, 1222 Poquonock Avenue
September 30	West Hartford	Public Works Garage, 17 Brixton Street
October 14	Windsor Locks/ E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
October 28	Hartford	MDC Operations Facility, 125 Maxim Road