

## **MDC REMINDS CUSTOMERS TO VET PLUMBING CONTRACTORS AND BEWARE OF UTILITY COMPANY IMPOSTERS**

October 13, 2023  
For Immediate Release

**(HARTFORD, CT)** – The Metropolitan District (MDC) is advising customers to take the time to properly research plumbing contractors and to be cautious of individuals posing as MDC employees. When hiring a contractor, it is important to make sure they are licensed. Contractors must be licensed by the Connecticut Department of Consumer Protection and can be verified on their website [www.ctgov/dcp](http://www.ctgov/dcp). Some other reminders when planning to hire a contractor include:

- Get estimates from multiple qualified contractors to ensure comparable rates.
- Always request a copy of the written, signed contract and read the details.
- Ask for a business card to ensure they work for the company and check references.
- If you have questions about identifying a qualified plumbing contractor, you can also contact the MDC's Utility Services Department at (860) 278-7850 ext. 3780.

With significant construction projects underway across MDC's service area, customers should be cautious of individuals posing as MDC employees in an attempt to enter residential homes.

- MDC employees wear clothing and drive vehicles clearly marked with the MDC logo.
- The MDC encourages customers to stay secure within the home while asking for identification from anyone who comes to their door. All MDC employees and contractors have photo identification badges and will display them upon request. The policy is "No Identification – No Entry".
- If someone comes to your door claiming to be from the water company and you do not have a previously scheduled appointment, do not allow access to your home until calling the MDC Command Center (open 24/7) at 860-278-7850 and press 1 to verify their identity.
- If you have any doubt about the individual's identity or motives, or authenticity of their credentials, do not allow them entry into your home.

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