



# 2024

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

2024 | January

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## 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.

### BACKING UP

If you experience basement flooding during wet weather events you may qualify for the MDC Backwater Valve Program (BWVP).

The BWVP separates the inflow and infiltration from your home's footing and foundation drains and roof leader connections to the sanitary sewer system. By removing these excess water sources from entering the system, surcharging (backups) are greatly reduced during wet weather events.

To find out if you qualify for the BWVP, contact our Utility Services Department at (860) 278-7850 ext. 3780 to schedule an inspection of the internal drain piping in your basement.

\*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](http://www.themdc.org) to create your very own Self Service 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:



## What to Watch for in 2024



- ✓ Improvements to the Bill Format
- ✓ New Payment Mailing Address
- ✓ Operation Fuel Donation Option
- ✓ Changes to Home Banking

Further details will be provided prior to any changes taking effect that relate to billing and payments.



# WATER & SEWER RATES

## Effective January 1, 2024

### 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"	\$1.97	3"	\$344.23
1"	\$3.93	4"	\$590.10
1-1/2"	\$7.87	6"	\$786.80
2"	\$147.53	8"	\$1,967.01

#### GLASTONBURY

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$1.60	2"	\$119.70
3/4"	\$2.39	3"	\$279.29
1"	\$3.19	4"	\$478.79
1-1/2"	\$6.38	6"	\$638.39

#### SOUTH WINDSOR

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$1.31	2"	\$98.50
3/4"	\$1.97	3"	\$229.84
1"	\$2.63	4"	\$394.02
1-1/2"	\$5.25	6"	\$525.36

#### MANCHESTER

METER SIZE	MONTHLY BILLING	METER SIZE	MONTHLY BILLING
5/8"	\$2.73	3"	\$478.29
1"	\$5.47	6"	\$1,093.24

### 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 = \$4.33 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](http://www.themdc.org) ([www.themdc.org/customers/billing-services/rates](http://www.themdc.org/customers/billing-services/rates))

