



Changes to your water bill

Effective May 1st, you will see the following changes to your MDC bill format and payment information:

New Payment Mailing Address

» Payment Return Envelopes will have the new payment mailing address. Please use the new envelopes to avoid delays in processing your payment.

Online Bill Pay Through Your Bank

» No action from you is required. Your electronic payments will automatically be rerouted for processing.

Operation Fuel Donation Option

» You will be able to write in a donation when sending in your payment to assist MDC customers who may be struggling to pay their monthly bill.

Amount Due By 5/14/2024	\$	\$26.74
DONATION add a dollar or other amount to Operation Fuel		
Total Amount Enclosed	\$	

25-DAY PAYMENT TERMS

The MDC allows five (5) additional days after the payment due date for customer payments to post to their account before the 1% interest is applied to any remaining unpaid balance.



Visit www.themdc.org to create your Self Service Profile, where you can view your billing and payment history, sign up for PAPERLESS billing, receive email alerts when the bill arrives or payments are due, and avoid processing fees.

Prefer to pay cash?

RETAIL CASH PAYMENTS

Pay in person (cash only) at any one of the following participating retailers:



NO INVOICE, NO PROBLEM!

Customers can now generate their own QR Code for making Retail Cash Payments. Visit our website www.themdc.org and click Pay Your Bill to get started.

MDC REMINDS CUSTOMERS TO BE SAFE AND ALERT TO IMPOSTERS

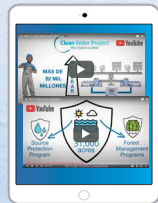
Customers need to be cautious of individuals posing as water company employees in an attempt to enter residential homes. The MDC would like to remind residents, especially those who are home during the day, to be on alert for imposters by following these tips:

- MDC field employees wear clothing and drive vehicles clearly marked with the **MDC** logo.
- Ask for identification. All MDC employees have photo identification badges and will gladly display them upon request. The policy is **“No Identification - No Entry”**.
- Verify. Call the MDC Command Center at 860-278-7850 and press 1



We're on YouTube!

Visit us at www.themdc.org and click the YouTube icon to view informative videos – in English and Spanish – on a wide variety of topics, including drinking water, understanding your water bill, sewer back-up prevention, and more!



Need Assistance Paying Your Bill?



Operation Fuel is a private, nonprofit that provides emergency energy and water utility assistance to lower-income working families, individuals and elderly Connecticut residents.

Any Customer interested in the Customer Assistance Program can contact Operation Fuel at 860-243-2345 or apply online at www.operationfuel.org/gethelp.