



March 2025

CUSTOMER INFORMATION



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El anuncio con información en español, está disponible en nuestra página web en www.themdc.org.



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

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@MDCWater

Sign up for **MDC ALERTS**

Powered by:

“MDC Alerts” mass notification system is designed to keep citizens informed during water and sewer emergencies. The “MDC Alerts” system gives the MDC Command Center an additional tool to communicate with residential customers and businesses during an emergency situation through multiple contact paths including home phone, cell phone, text and email. To sign up, go to www.themdc.org.

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.



2025 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**, September 28.

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.

DATE	TOWN	LOCATION
April 26	Newington	Town Garage, 281 Milk Lane (off Fenn Road)
May 10	Windsor	Poquonock WPCF, 1222 Poquonock Avenue
May 17	East Hartford	East Hartford WPCF, 65 Pitkin Street
June 14	West Hartford	Public Works Garage, 17 Brixton Street
June 28	Wethersfield	Webb Elementary School, 51 Willow Street
September 6	Bloomfield	Public Works Building, 21 Southwood Drive
September 20	Rocky Hill	Elm Ridge Park, 376 Elm Street *NEW LOCATION*
September 28 (Sun)*	West Hartford	Public Works Garage, 17 Brixton Street
October 18	Windsor Locks/E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
October 25	Hartford	MDC Operations Facility, 125 Maxim Road



YOUR WATER BILL, PAID *Your Way*

MDC offers many ways to pay your bill. Choose the method that works for YOU!

Go Paperless!
www.themdc.org



Visit www.themdc.org to create your **Self Service Profile**, where you can:

- » Make one-time payments with **NO FEES**.
- » Set up recurring payments with **NO FEES**.
- » 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.

At www.themdc.org, you can also make one-time payments with EZPay. **FEES APPLY**.

We accept credit cards, debit cards, and bank accounts.



If there is a change to your mailing address, please email customerservice@themdc.com.

OTHER WAYS TO PAY



PAY BY MAIL

The Metropolitan District
 P.O. Box 5535
 Binghamton, NY
 13902-5535



DROP BOX

Payment drop boxes are available at 2 locations:

- » 555 Main St, Hartford
- » 60 Murphy Rd, Hartford

COMING SOON!



PAY BY TEXT THRU EZPAY

Receive text messages when your bill is due and make payments easily and securely right from your phone!



PAY BY PHONE

Make automated credit card and debit payments. **FEES APPLY.**
 860-278-7850

PREFER TO PAY CASH?

RETAIL CASH PAYMENTS

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

DOLLAR GENERAL



CVS

FAMILY DOLLAR

Walgreens

Walmart

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.



CUSTOMER SERVICE FRAUD ALERT

Please remember the following to protect yourself against potential fraud:

- » MDC representatives do not call or email customers to demand immediate payment or request payment via unfamiliar methods.
- » Always verify the identity of a caller claiming to represent the MDC. You can verify by calling customer services at 860-278-7850 and press 4.
- » Do not provide personal or financial information to unknown or unverified callers.
- » If you suspect fraud, please hang up immediately contract our customer service team to report the incident or report to local authorities.

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 impostors 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

