



July 2025

# CUSTOMER INFORMATION



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



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[@themetropolitandistrict](https://www.instagram.com/themetropolitandistrict)



[@MDCWater](https://twitter.com/MDCWater)

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

[facebook.com/themetropolitandistrict](https://facebook.com/themetropolitandistrict)

[@themetropolitandistrict](https://www.instagram.com/themetropolitandistrict)

[@MDCWater](https://twitter.com/MDCWater)

## 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



### PAY BY PHONE

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

## PAY BY TEXT NOW AVAILABLE!

Pay By Text via EZ-PAY at Guest Checkout is now available. Receive text messages when your bill is due and make payments easily and securely right from your phone! Go to [www.themdc.org](http://www.themdc.org) and click Pay Your Bill to learn more!

## Prefer to pay cash?

### RETAIL CASH PAYMENTS

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

**DOLLAR GENERAL**

**Walgreens**

**FAMILY DOLLAR**

**CVS**

**Walmart**

**7**

### NO INVOICE, NO PROBLEM!

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

## 2025 MDC Household Hazardous Waste Collection

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](mailto:info@nedt.org).

Collections are held on Saturdays from 8 a.m. - 1 p.m.\*

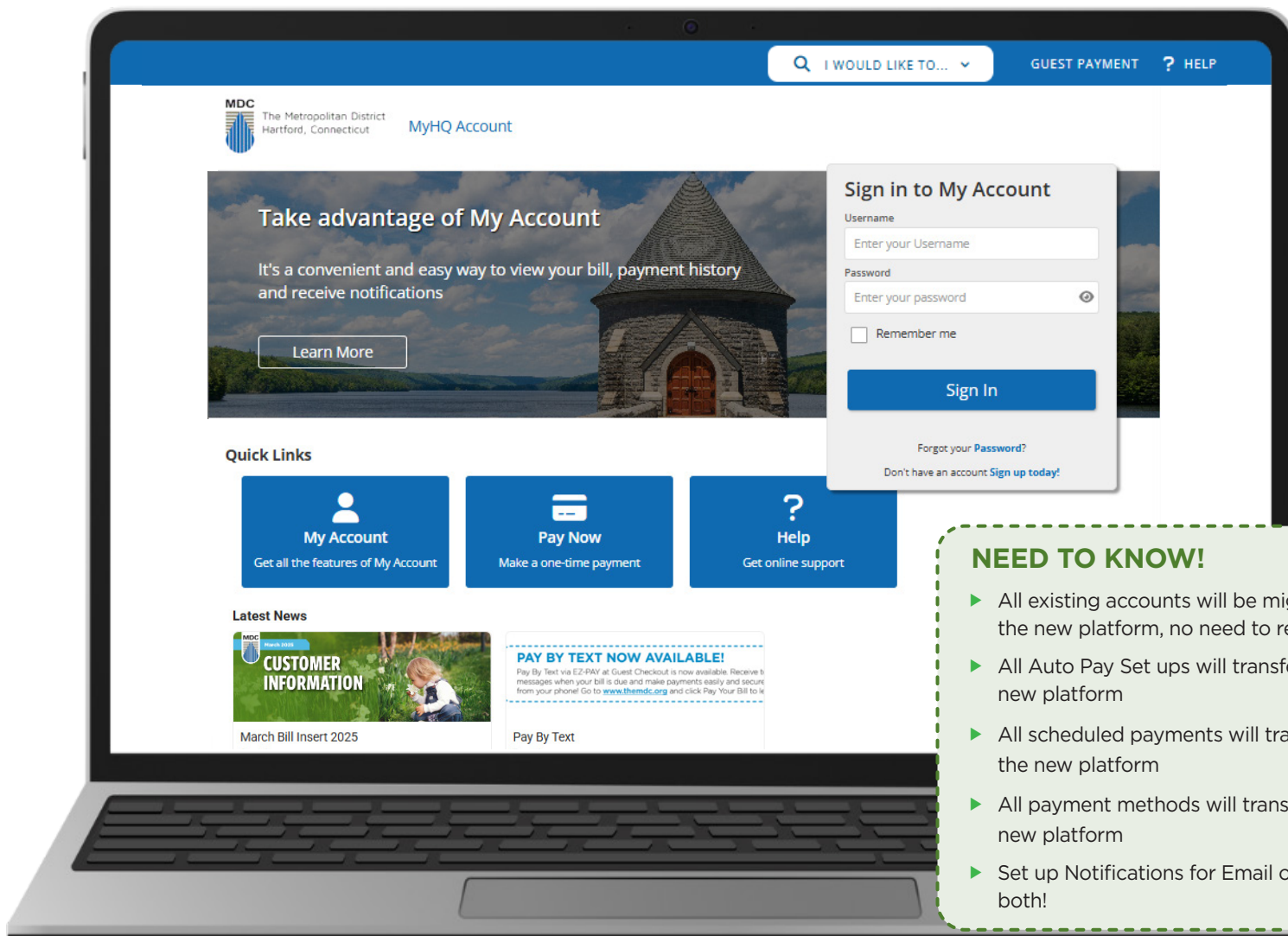
DATE	TOWN	LOCATION
September 6	Bloomfield	Public Works Building, 21 Southwood Drive
September 20	Rocky Hill	Elm Ridge Park, 376 Elm Street *NEW LOCATION*
September 28 (Sun)*	West Hartford	Public Works Garage, 17 Brixton Street
October 18	Windsor Locks/E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
October 25	Hartford	MDC Operations Facility, 125 Maxim Road



# WELCOME TO MyHQ

## OUR UPDATED CUSTOMER SELF SERVICE PORTAL

*New Name, New Look, New Features!*



### NEED TO KNOW!

- ▶ All existing accounts will be migrated to the new platform, no need to re-register
- ▶ All Auto Pay Set ups will transfer to the new platform
- ▶ All scheduled payments will transfer to the new platform
- ▶ All payment methods will transfer to the new platform
- ▶ Set up Notifications for Email or SMS or both!

### WHAT TO EXPECT

- ✓ New dashboard with improved navigation
- ✓ You can sign up to receive a PDF bill via email through Secure eBill
- ✓ Enhanced notifications with SMS capability
- ✓ Easier process for resetting password
- ✓ Link to EZ-PAY (powered by KUBRA) to pay by credit card within your profile



- ✓ Consolidated template for commercial accounts (10 account minimum)

### FIRST TIME LOGGING IN

If you have an existing profile, you can log in to the NEW MyHQ portal using the same username and password.

**A verification code will be sent to your email.** Retrieve the code and enter it to be activated in the new MyHQ portal.

Once on the site, it is recommended you configure your phone number to enable SMS Notifications. You can also set up Multi-Factor Authentication. The new portal allows an MFA of Email Address or Mobile Phone. Customers will also be able to reset their own password. If you forgot your username, please call Customer Service at (860) 278-7850, option 4.

