



The Metropolitan District
water supply • environmental services • geographic information

January 13, 2017

NAME
ADDRESS
CITY STATE ZIP

**Transition from Quarterly
to Monthly Billing**

RE: Your Property located at: ADDRESS, CITY

Dear CUSTOMER NAME:

Starting in February 2017, the Metropolitan District (MDC) will begin transitioning from quarterly to monthly billing. This process will be implemented over the course of four (4) months* in order to thoughtfully and systematically transition all customers to a new monthly billing schedule by June of 2017. Monthly billing will allow customers the opportunity to improve budget planning and manage consumption on a monthly rather than quarterly basis.

In preparation for these changes, MDC staff has scheduled meetings with each town council to inform them of the transition and answer questions related to the process. *A presentation was made to the East Hartford Town Council on December 13, 2016.*

Your Final Quarterly Bill

You should have received your final quarterly bill the first week of **January 2017** for the billing period of October 2016 – December 2016. *Within approximately thirty (30) days from receiving the final quarterly bill you will receive your first monthly bill.*

Your New Monthly Bill

Starting in **February 2017** the first new monthly bill will arrive initiating your new monthly billing schedule. The new monthly bill will average thirty (30) days per billing period. The billing period covers the number of days of consumption between meter readings.

MDC offers a variety of ways to pay your bill including our online customer service portal and over the phone options powered by Kubra. Please visit our website at www.themdc.org to learn more and find the payment method that works best for you. **Please note:** If you are currently set up for recurring payments through our online system, you may need to adjust your set up options.

*Please visit our website at www.themdc.org if you would like to view the town by town rollout schedule for monthly billing.

Thank you for your patience and cooperation as we work through this transition period.

Sincerely,

Robert Constable
Director of Finance
The Metropolitan District

Customer Service / Billing
(860) 278-7850