CHANGES TO YOUR WATER BILL

It is important to note, all customer account numbers changed with the first billing cycle of January 2020. If you pay your MDC bill through another financial institution you will want to make them aware of this change.

MDC WARNS OF IMPOSTERS:
Customers need to be cautious of individuals posing as water company employees in an attempt to enter residential homes.

The MDC urges all 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.

• The MDC encourages customers to stay secure within the home while asking for identification from anyone who comes to their door. All MDC employees have photo identification badges and will gladly display them upon request. The policy is “No Identification – No Entry”.

• If someone comes to your door claiming to be from the water company and you do not have a previously scheduled appointment, do not allow access to your home until calling the MDC Command Center at 860- 278-7850 and press 1 to verify their identity.

• If you have any doubt about the individual’s identity or motives, or authenticity of their credentials, do not allow them entry into your home and call the police.

• At the current time due to COVID-19, MDC is doing VERY limited in-house calls (emergency only).

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.

PO Box 800
Hartford, CT 06142-0800
860.278.7850
www.themdc.org
facebook.com/themetropolitandistrict
@themetropolitandistrict
@MDCWater

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NEW PAYMENT OPTION!
Pay your bill in person at any of these participating retailers.

Sign Up for MDC Alerts
powered by Everbridge to stay informed during water and sewer emergencies. Sign up by visiting our website at www.themdc.org.

Outreach efforts for construction projects have been modified to adhere to social distancing requirements. Our usual door-to-door efforts are being replaced during this time with mailings, emails, and phone calls to keep residents informed of work scheduled in your neighborhoods. Signing up for MDC Alerts is a helpful way for us to connect with you for water or sewer emergencies or during times, such as these, when sharing important information with our customer base in real time is a necessity.

INSIDE:
• COVID-19 Customer Update
• Customer Service and Billing
• Changes to Your Water Bill
• MDC Warns of Imposters
• Household Hazardous Waste Collection Schedule
CUSTOMER SERVICE CENTER & BILLING: Closure to Walk-in Customers & Suspension of Late Fees

For the time being, the MDC’s payment center located at 60 Murphy Road in Hartford, will be closed to walk-in customers. Please refer to your bill for a complete list of payment options including drop box locations, payment centers at local participating retailers, and online (www.themdc.org) or over the phone (860) 278-7850, alternatives. Until further notice, customers will not be penalized for late payments.

METER READING CYCLES

Due to adjustments we’ve made to staffing during this time to support operational needs, meter reading schedules may be affected resulting in changes to the number of days in your billing period, which is usually 25 days. We appreciate your flexibility and understanding as we make these temporary adjustments.

LIMITED PARKING AT MDC RECREATION AREAS

The MDC public parking capacity is finite and therefore visitors will be limited based on available designated parking spaces at its recreational areas located at the West Hartford Reservoir on Farmington Avenue and Reservoir #6 in Bloomfield. In order for MDC’s staff to be able to manage and support public safety needs while recreating, MDC must therefore visitors will be limited based on available designated parking spaces at its recreational areas located at the West Hartford Reservoir on Farmington Avenue and Reservoir #6 in Bloomfield. In order for MDC’s staff to be able to manage and support public safety needs while recreating, MDC must therefore pedestrians or bikers at this point, unless our safety concerns and our ability to respond to the public’s needs are compromised. As a reminder, Reservoir #6 in Bloomfield does not allow bicycles, only pedestrian access. For the time being, the outdoor recreation areas located in West Hartford, Bloomfield and Hartford will continue to remain open.

All visitors to MDC recreation areas are expected to follow appropriate CDC COVID-19 social distancing guidelines.

REMINDER REGARDING WHAT NOT TO FLUSH DOWN TOILETS

MDC is reminding customers to not flush disinfectant wipes (or any type of wipes), paper towels, facial tissue or materials other than toilet paper down your toilet as they are not designed to break down in the wastewater treatment process. Flushing these items can cause additional maintenance issues at MDC facilities and more importantly potentially clog your home’s lateral and cause sewer backups in surrounding homes and neighborhood streets.

FOR MORE INFORMATION

To keep our customers informed, there is a dedicated webpage for information and FAQs about COVID-19 as it relates to the MDC:
www.themdc.org/news-events/covid-19-information


MDC CONTINUES TO COORDINATE WITH STATE AND FEDERAL REGULATORS ON THE SAFETY OF PUBLIC DRINKING WATER AND WASTEWATER

The Centers for Disease Control (CDC) and the Environmental Protection Agency (EPA) have FAQs available on COVID-19 as to how it relates to public drinking water and wastewater.

“Can the COVID-19 virus spread through drinking water?”

“The COVID-19 virus has not been detected in drinking water. Conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking-water systems, should remove or inactivate the virus that causes COVID-19.”

“Can the COVID-19 virus spread through sewerage systems?”

“CDC is reviewing all data on COVID-19 transmission as information becomes available. At this time, the risk of transmission of the virus that causes COVID-19 through sewerage systems is thought to be low. Although transmission of COVID-19 through sewage may be possible, there is no evidence to date that this has occurred. This guidance will be updated as necessary as new evidence is assessed.”

FOR THE MOST UP TO DATE INFORMATION, PLEASE VISIT OUR WEBSITE, WWW.THEMDC.ORG OR FOLLOW US ON SOCIAL MEDIA.

2020 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
- Windsor
- Windsor Locks

(WPCF = Water Pollution Control Facility)

* One collection is held on Sunday, November 1, 2020
+ Used oil is accepted at this collection.

DATE TOWN LOCATION
Aug 15, 2020* Newington Town Garage, 281 Milk Lane (off Fenn Road)
Aug 22, 2020 Wethersfield Wethersfield High School, 411 Wolcott Hill Road
Aug 29, 2020 Windsor Poquonock WPCF, 1222 Poquonock Avenue
Sep 19, 2020* Bloomfield Public Works Building, 21 Southwood Drive
Sep 26, 2020* West Hartford Public Works Garage, 17 Brixton Street
Oct 10, 2020* Windsor Locks/E. Granby Public Works Garage, 6 Stanton Road, Windsor Locks
Oct 24, 2020 East Hartford East Hartford Transfer Station, 61 Ecology Drive
Nov 1, 2020* West Hartford Hall High School, 975 North Main Street
Nov 14, 2020 Rocky Hill Rocky Hill WPCF, 80 Goff Brook Lane
Nov 21, 2020 Hartford MDC Operations Facility, 125 Maxim Road

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