

MDC's Plans to Address COVID- 19

March 13, 2020
For Immediate Release

(HARTFORD, CT) – In response to developments relating to the coronavirus pandemic, The Metropolitan District (MDC) has coordinated with the Department of Public Health (DPH) and the CT Department of Environment and Energy Protection (DEEP) that oversee our drinking and wastewater activities. MDC's ability to serve our customers is paramount. Although MDC has a significant number of certified water treatment operators, regulated by the State of CT, we have requested DPH to recertify retired personnel, if necessary, to supplement staff. MDC has scheduled weekly conference calls with the State Regulatory Authorities to address the dynamic circumstances occurring throughout the State and Country. MDC has been keeping staff informed and is implementing plans to accommodate staffing level changes in order to keep core business and operations functional.

We are following recommended guidelines issued by the Centers for Disease Control (CDC) relative to practicing good public hygiene, limiting travel, non-essential public interaction, sending sick employees and/or consultants home while following self-quarantine rules as recommended by CDC as well as cancellation of all public tours to MDC facilities.

MDC will work with State Regulators and our utility partners to support each other with resources, if necessary, during this crisis.

Supplying water and responsibly treating the wastewater is vital in any health-related crisis. ***MDC will not initiate any water service shutoffs this season until further notice.*** The availability of potable water is critical under these circumstances, and should not be interrupted for any reason.

In fairness to all customers, although water will continue to be provided even for customers delinquent on their bill, individual water meters will continue to record water usage, and water bills will continue to be generated and delivered to customers. To reduce in-person transactions, the MDC would like to remind customers that the online and over the phone payment options, which have been available to customers prior to this crisis, remain accessible through the website (www.themdc.org) or by calling (860) 278-7850 and following the prompts.

The MDC is continuing to work with the DPH and CDC to evaluate what needs to be done to continue to reduce the transmission of the virus and minimize illness among our employees and customers while maintaining mission-critical operations and services.

Please visit the MDC's website (www.themdc.org) for updates.

About MDC: The MDC is a nonprofit municipal corporation chartered by the Connecticut General Assembly in 1929. The MDC provides water, wastewater treatment and other services to its member towns: Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor. In addition, the District supplies treated water to portions of Glastonbury, South Windsor, Farmington, East Granby and Portland.