



November 2023

# CUSTOMER INFORMATION

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

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

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

@themetropolitandistrict

@MDCWater



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

@MDCWater

## Ways to Pay Your Bill

Visit us at [www.themdc.org](http://www.themdc.org)

**CREDIT CARD AND DEBIT PAYMENTS**  
Make payments online with your credit card or debit card. FEES APPLY. We also accept:



**ONE-TIME PAYMENTS**  
Enroll to make one-time payments with NO FEES.

**RECURRING PAYMENTS**  
Enroll to set up recurring payments with NO FEES.

If there is a change to your mailing address, please email [customerservice@themdc.com](mailto:customerservice@themdc.com)

**Other ways to pay:**

**PAY BY MAIL**  
The Metropolitan District (MDC)  
P.O. Box 990092  
Hartford, CT 06199-0092

**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

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



## Avoid Leaks - Save \$\$\$

Did you know... even a tiny water leak the size of a pin prick can waste more than 250 gallons in one day (and more than 7,500 gallons in one month)? It's true - and every gallon wasted adds unnecessary dollars to your monthly water bill.

To save money - and reduce the loss of water in your home - the MDC recommends checking for leaky faucets, toilets or pipes, monitoring use, and following a few simple tips, such as:

- Avoid watering the pavement when using lawn sprinklers
- Replace 5-gallon-per-flush toilets with 1.6-gallon-per-flush units
- Run only full loads in dishwashers and washing machines
- Plant trees and shrubs in the fall
- Replace washers or seals in your shower head or faucets if they drip or run after being turned off.

So, taking a few little steps can help you reach peak performance with water use at home - and save you money each month.

**95%** of all leaks are on customer toilets and are the result of a leaky flapper in the top of the toilet tank or the fill water level being set too high. An easy way to check for leaky toilets is to put a few drops of food coloring in the upper tank, let it sit for about 15-20 minutes and if the water in the bowl changes color, you have a leak.



Size of Leak	Gallons Lost Each Day
1/4"	16,000
1/8"	4,000
1/16"	1,000
1/32"	250

# STORM *Readiness*, WHAT YOU NEED TO KNOW

In order to ensure continuous delivery of high quality water and sewer services to our customers with little to no interruption, the MDC's Command Center operates 24 hours a day, 7 days a week responding to routine calls and emergencies. In the event of impending storms, much like we experienced in years past, the MDC makes additional staff, fuel, generators and supplies available for potential emergencies, and implements an Emergency Action Plan (EAP). Through a carefully trained Wet Weather Team, regular communication and coordination with member towns, utilities and the State Emergency Operations Center, the MDC is always prepared to take action.

Water in your basement may also come from sources such as localized flooding or groundwater entering from cracks and leaks in the foundation. Should a sewer backup occur, call the MDC Command Center immediately.

The MDC offers a variety of programs, including the Backwater Valve Program (BWVP), to assist MDC sewer customers in the prevention of sewer backups into their homes. By protecting basement fixtures and eliminating excess storm and ground water from entering the sanitary sewer system, surcharges (backups) are greatly reduced.

Learn more about the BWVP and other initiatives to protect your home by visiting our website at [www.themdc.org/utility-services/](http://www.themdc.org/utility-services/) or by contacting our Utility Services Department at (860) 278-7850 Ext. 3123.

## STAY AHEAD OF THESE POTENTIAL PROBLEMS BY:

- Positioning rain leaders and angling landscaping to direct water away from your foundation to reduce water entry and avoid water "pooling."
- Protecting your plumbing devices with backwater valves (BWV).
- Making sure all BWVs are properly maintained and valves are clear of obstructions.
- Disconnecting rain leaders from the sewer system to avoid backups.

*Over 95%* of MDC's water supply distribution areas are served by gravity, therefore power interruptions do not affect water service to these areas.

To report sewer emergencies or problems with your water, please contact our Command Center:

**860-278-7850 x3600**

Additional information and procedures are located on the website:

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

## What to Watch for in *2024*



- ✓ Improvements to the Bill Format
- ✓ New Payment Mailing Address
- ✓ Operation Fuel Donation Option
- ✓ Changes to Home Banking

Further details will be provided prior to any changes taking effect that relate to billing and payments.

## 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](http://www.operationfuel.org/gethelp).

## MDC REMINDS CUSTOMERS TO BE SAFE AND ALERT TO IMPOSTERS

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 imposters 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

