

MDC ANNOUNCES ONLINE BILL PAY SYSTEM UPGRADE

New “MyHQ” portal to go live Monday, July 14

July 9, 2025

For Immediate Release

(HARTFORD, CT) – Beginning Monday, July 14, the Metropolitan District (MDC) will implement an upgrade to their online customer service bill pay portal. The online bill pay system, now called MyHQ, administered through the MDC’s third-party vendor Kubra, features upgrades that include a new dashboard with improved navigation, the ability to sign up for a PDF bill, enhanced SMS capability and more user-friendly password reset functionality.

All existing accounts in the current Kubra portal will be migrated to the new MyHQ platform. As a result, there is no need for customers to re-register. In addition, all auto-pay setups and scheduled payments will transfer to the new platform. Customers with an existing profile can log in to MyHQ using the same username and password. When logging in to the new system for the first time, customers will receive a verification code that will be sent to their email to activate access.

As part of the change over to the new system, the existing portal will be down for maintenance from Saturday, July 12 at 10PM through Monday, July 14 at 8AM. Customers that need to make a payment during that time can use the EZ Pay credit card option.

An information sheet is available on the MDC website, www.themdc.org and in the most recent bill insert mailed to customers. MDC customers also have options to pay their bills directly via their bank, credit card, mail, drop boxes and at designated retail cash payment locations.

CEO Scott Jellison stated, “We’re excited to launch the new online bill pay system, designed with our customers in mind. This upgrade offers a faster, more intuitive experience, making it easier than ever to manage payments securely and on the go.”

“This new online bill pay system reflects our ongoing commitment to innovation and service excellence. It serves as a meaningful step forward in delivering the convenience, security, and functionality MDC customers expect and deserve,” said MDC Chairman Donald Currey.

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.

###