



May 2026

CUSTOMER INFORMATION

www.themdc.org

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El anuncio con información en español, está disponible en nuestra página web en www.themdc.org.

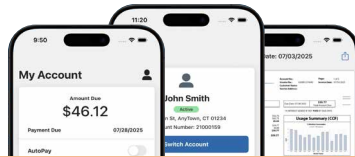


NEW Ways to Pay Your Bill

MDC Pay is now available!

- ▶ Pay Your Bill
- ▶ Manage Payment Methods
- ▶ Select Alert Preferences
- ▶ View Your Statments
- ▶ ...and more!

With **MDC Pay**, the convenience of managing your account and making payments is right in the palm of your hand!



Download on the App Store

GET IT ON Google Play

Search **MDC Pay** in the Apple Store or on Google Play to get started.

Go Paperless!

With MDC Pay, or the online **MyHQ** self-service portal, your statements and payment history are available to you anytime. **Sign up to receive your secure PDF eBill right to your email address!**

Visit www.themdc.org and click "Pay Your Bill" to access our improved self-service portal, **MyHQ**, and see all the ways we are working to better serve you!



RETAIL CASH PAYMENTS

Pay in person (cash only) at any one of the following:



2026 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
- Wethersfield
- Windsor
- Windsor Locks

(WPCF = Water Pollution Control Facility)

*One collection is held on **Sunday**, May 17.

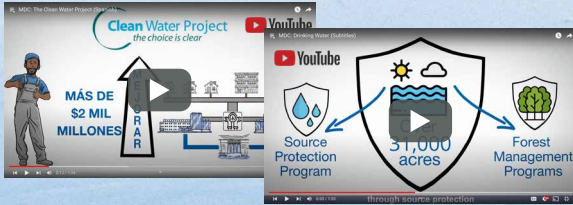
In the event you are unable to attend any of the above collections and wish to dispose of hazardous waste (for a fee) you can contact New England Disposal Technologies, Inc. at 866.769.1621 or info@nedt.org.

DATE	TOWN	LOCATION
May 17 (Sunday)*	West Hartford	Public Works Garage, 17 Brixton Street
June 6	Windsor	Poquonock WPCF, 1222 Poquonock Avenue
June 27	Wethersfield	Webb Elementary School, 51 Willow Street
September 12	Bloomfield	Public Works Building, 21 Southwood Drive
September 19	Rocky Hill	Elm Ridge Park, 376 Elm Street
September 26	West Hartford	Public Works Garage, 17 Brixton Street
October 17	Windsor Locks/ E. Granby	Public Works Garage, 6 Stanton Road, Windsor Locks
October 24	Hartford	MDC Operations Facility, 125 Maxim Road



Stay Informed! Find us on YouTube

Visit us at www.themdc.org and click the YouTube icon to view informative videos – in English and Spanish – on a wide variety of topics, including drinking water, understanding your water bill, sewer back-up prevention, and more!



Sign up for **MDC ALERTS**

Powered by:



“MDC Alerts” mass notification system is designed to keep citizens informed during water and sewer emergencies. The “MDC Alerts” system gives the MDC Command Center an additional tool to communicate with residential customers and businesses during an emergency situation through multiple contact paths including home phone, cell phone, text and email. To sign up, go to www.themdc.org.



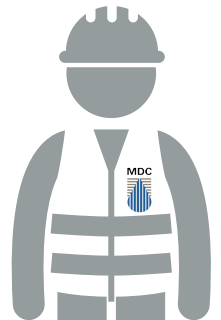
CUSTOMER SERVICE FRAUD ALERT

Please remember the following to protect yourself against potential fraud:

- » MDC representatives do not call or email customers to demand immediate payment or request payment via unfamiliar methods.
- » Always verify the identity of a caller claiming to represent the MDC. You can verify by calling customer services at 860-278-7850 and press 4.
- » Do not provide personal or financial information to unknown or unverified callers.
- » If you suspect fraud, please hang up immediately contract our customer service team to report the incident or report to local authorities.

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 impostors 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



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

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@MDCWater

SEWER BACKUP PREVENTION

The MDC offers a variety of programs, including the Sewer Back Up Prevention Program (SBPP), 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 SBPP and other initiatives to protect your home by visiting our website at www.themdc.org/utility-services/ or by contacting our Utility Services Department at **(860) 278-7850 Ext. 3780**.