

GUIDELINES FOR CUSTOMERS FACING A WATER SHUTOFF

For customers who are not current on their water bill, MDC will send an initial notice warning of a possible shutoff.

If a customer does not bring their account current or enter a payment plan with MDC they may be placed on the shutoff list.

MDC will attempt to contact you by phone and mail before sending a Final Shut Off Notice. The Final Shutoff Notice will be sent by mail.

Upon receiving a Final Shutoff Notice customers have 13 days to pay their bill or contact MDC to negotiate a payment plan in order to avoid having their water shutoff.

Therefore, if you receive a shutoff notice, you should immediately contact MDC Customer Service at (860) 278-7850 (and press 4) and set up a payment plan.

Payment Plans

Customers who are on a payment plan will not be entered onto the shutoff list. Note that when entering a payment plan customers will be required to pay their current monthly bill in addition to the negotiated monthly installment.

MDC offers payment plans of up to six months in most cases. For customers on the shutoff list payment plans of up to a year are often possible. Additionally, where there is documented evidence of serious illness, MDC may offer payment plans as long as two years. See additional information on protections for customers with serious illnesses below.

If your water is turned off and subsequently payment is made in full or a payment plan is entered, **water service will be turned on the next day.** In order to turn the water back on for a property there must be an adult present at the time, however, it does not need to be the property owner.

Fees

If your water is shut off and is thereafter reactivated, you will be charged a turn-on fee of \$225 for water service restoration. This fee increases to \$275 if your water is shut off two times during the same calendar year.

Protections Against Shut Offs

Connecticut residents are protected from shutoff of their utility service, including water service, under certain circumstances.

Connecticut General Statutes 16-262c limits when a water company can discontinue service for nonpayment. Under the statute a water provider cannot terminate or discontinue service for nonpayment on a Friday, Saturday, Sunday, a legal holiday, or the day before a legal holiday in most circumstances. Water

also cannot be shut off when MDC offices are not open to the public or within one hour of such offices closing.

MDC will only shut off owner occupied premises. Therefore, tenants are protected against having their water shut off.

Right To Residential Utility During Serious Illness

Residential utility service to the home of any customer may not be terminated during such time as any resident of the home is seriously ill, provided such serious illness is certified in writing by a licensed physician to the MDC within 13 days of the mailing of the termination notice. A customer must provide a Physician's Certification of Serious Illness Form which can be downloaded below or obtained from MDC Customer Service.

A registered physician's certification of serious illness shall be sufficient if initially made by telephone provided the physician forwards a completed certification form to the MDC within 7 calendar days from the date of the telephone call. If the doctor does not specify the length of the illness, a renewal of this certification will be required every 15 days thereafter.

After certification of a serious illness, the customer is still required to enter into a reasonable installment plan for any overdue balance and pay all current charges for water use. Proof of residency may be required. **Failure to meet the terms of the payment plan may result in the water service being shutoff.**

If a doctor certifies a customer has a life threatening medical condition, then there isn't a requirement to enter into a reasonable payment plan.

MDC reserves the right to contest the validity of any serious illness certification received.

MDC's Physician's Certification of Serious Illness Form is available here:

<https://themdc.org/wp-content/uploads/2022/05/medical-cert-form-w-HIPAA-release.pdf>

Generation Power CT

Certain MDC customers may qualify for water bill assistance with Generation Power CT. They offer grants of up to \$400 to qualifying individuals. More information is available at: <https://gpct.org/water/>

The information contained herein has been prepared by the Independent Consumer Advocate as general guidance for informational purposes only. It does not constitute legal advice and is not intended to constitute an official policy statement of the MDC.