



September 2026

CUSTOMER INFORMATION

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.

www.themdc.org

facebook.com/themetropolitandistrict

[@themetropolitandistrict](https://www.instagram.com/themetropolitandistrict)

[@MDCWater](https://twitter.com/MDCWater)

The Metropolitan District
555 Main Street
Hartford, CT 06103

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

PROTECTING YOUR *Home*

SEWER BACKUP PREVENTION

The MDC offers a variety of programs, including the Sewer Backup 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.

REMINDER!



TOILETS ARE NOT TRASHCANS
Only Flush the 3 P's: Pee, Poop, & Toilet Paper

MDC is reminding customers to not flush disinfectant wipes (or any type of wipes), paper towels, facial tissue or materials other than toilet paper down your toilet as they are not designed to break down in the wastewater treatment process.

Flushing these items can cause additional maintenance issues at MDC facilities and more importantly potentially clog your home's lateral and cause sewer backups in surrounding homes and neighborhood streets.

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:

- Water your lawn in the early morning or evening
- 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

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

Sign up for **MDC ALERTS**

Powered by:
everbridge

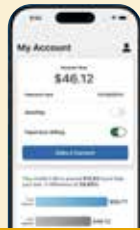
"MDC Alerts" mass notification system is designed to keep citizens informed during water and sewer emergencies. The "MDC Alerts" system gives the MDC Command Center an additional tool to communicate with residential customers and businesses during an emergency situation through multiple contact paths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

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



YOUR WATER BILL, PAID *Your Way*

MDC offers many ways to pay your bill. Choose the method that works for YOU!



MDCPay App

Visit www.themdc.org to create your **Self Service Profile**, where you can:

- » Make one-time payments with NO FEES.
- » Set up recurring payments with NO FEES.
- » View your billing and payment history.
- » Sign up for PAPERLESS billing.
- » Receive email alerts when the bill arrives or payments are due.
- » Avoid processing fees.

At www.themdc.org, you can also make one-time payments with EZPay. FEES APPLY.

We accept credit cards, debit cards, and bank accounts.



If there is a change to your mailing address, please email customerservice@themdc.com.

OTHER WAYS TO PAY



PAY BY MAIL

The Metropolitan District
P.O. Box 5535
Binghamton, NY
13902-5535



PAY BY TEXT THRU EZPAY

Receive text messages when your bill is due and make payments easily and securely right from your phone!



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

PREFER TO PAY CASH?

RETAIL CASH PAYMENTS

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



NO INVOICE, NO PROBLEM!

Customers can now generate their own QR Code for making Retail Cash Payments. Visit our website www.themdc.org and click Pay Your Bill to get started.



DID *You* KNOW?



There are several informative videos that cover a wide variety of topics, in English and Spanish, available on our YouTube page. Simply visit us at www.themdc.org and click the YouTube icon to view the following...

- ▶ Drinking Water
- ▶ Waste Water
- ▶ Understanding Your Water Bill
- ▶ Why is My Water Bill Increasing
- ▶ Environmental Stewardship
- ▶ How to Dispose of Fats, Oils and Grease (FOG)
- ▶ The Clean Water Project
- ▶ Ad Valorem (What is that?)
- ▶ MDC Alerts
- ...and more!



Having trouble paying your bill? The MDC is here to help.

Customers with past-due balances may qualify for a payment plan. Call our Customer Service team at **(860) 278-7850 option #4** or scan the QR code below to learn more.



Keeping you informed is an important part of what we do. You can also follow us on Social Media through Facebook, Instagram and X.

themdc.org/payment-plans-and-shutoffs