

MDC ASKS CUSTOMERS TO ENROLL IN PAYMENT PLANS TO AVOID SHUTOFFS

Water bill assistance funds also available

June 1, 2022
For Immediate Release

(HARTFORD, CT) The Metropolitan District (MDC) will return to the practice of water service shutoffs for delinquent accounts beginning the week of June 5th. Help is available to assist customers with outstanding balances. To assist customers who are still struggling to pay past due bills, MDC is reminding customers to sign up for a payment plan with our customer service staff to avoid a shut off. In addition, multiple water bill assistance programs are available that can reduce or eliminate delinquent balances.

“First and foremost, we want our customers with hardships to know that if they are enrolled in a payment plan, they will be removed from the shutoff list. Customers may also qualify for water bill assistance with our partners, Operation Fuel and the Community Renewal Team,” stated MDC CEO Scott Jellison.

A water shutoff moratorium was put in place in March of 2020 to assist with COVID-19 related hardships and ensure access to clean drinking water to promote public health and safety during the pandemic. The shutoff moratorium ended in September of 2021. While initial shutoff notice letters have been sent out, the shutoffs are scheduled to begin next week.

If customers receive a shutoff notice and have a hardship, we ask that they contact MDC customer service at (860) 278-7850 and press 2 to make a payment or set up a payment plan.

Payment Plan and shutoff information:

<https://themdc.org/payment-plans-and-shutoffs/>

How to Pay Your Bill Information

<https://themdc.org/billing-services/how-to-pay-your-bill/>

Water Bill Assistance Programs:

Operation Fuel

(860) 243-2345 (or call 211 to find the nearest fuel bank)

www.operationfuel.org/gethelp

Low Income Housing Water Assistance Program (LIHWAP)

The Community Renewal Team

(860) 560-5600

www.crtct.org

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.