



*Could this
happen
to you?*

INSIDE

**Tips on
How to Protect
Your Home!**



TIPS TO PROTECT YOUR HOME

- Be sure you know where the main water shut-off valve is located, and make sure it's in good working order.
- If a pipe breaks, you should turn off the water as quickly as possible.
- To avoid pipes from freezing, don't turn the heat off in any room where water pipes are located.
- Insulate water pipes in any unheated areas of your basement, such as crawl spaces.
- Inspect your basement for broken windows or drafty areas — bitter cold blowing directly on a water pipe can quicken the freezing process.

Consider draining your faucets by:

- Closing your shut-off valves (usually located within three feet of the interior basement walls nearest the outside faucet).
- Opening your outside faucets to drain the water from the valves to the spigots; and
- Leaving your outside faucets open through the winter.

If you are going away for the winter, consider draining your plumbing system.

- Even if you intend to leave the heat on, it's still a good idea.
- You can ask a licensed plumber how to do this or call the MDC's Customer Service Department at 860-278-7850, so that your water can be shut off in the street.
- If a pipe does break, shut off the main valve nearest to the water meter and call a licensed plumber.
- If there is no main valve before the meter, call the MDC Command Center immediately so your water can be shut off in the street.
- Cold weather also can affect the MDC's underground pipes and water mains. If you see water bubbling up from the ground or street, please call the MDC immediately at 860-278-7850.

MDC 860-278-7850

WHAT TO DO IF SEWAGE BACKS UP IN YOUR HOME

Call the MDC's Command Center immediately at 860-278-7850. While every effort will be made to respond to your backup problem as quickly as possible, there may be some response delays, depending upon the severity of the weather event.

What to do while help is on the way:

- Avoid using toilets, sinks, showers, washing machines, dishwashers, etc., as wastewater from these appliances will have no outlet.
- Minimize physical contact with the wastewater backing up in your home.
- Never operate or disconnect an electrical appliance or main fuse box while standing in water.
- Call your local electric utility if you need your power shut off to protect appliances.

You also may want to consider having a backwater valve installed in your home.

A backwater valve (BWV) is a plumbing device that sits in a basement floor pit and is designed to automatically close and block sewer flows from entering homes. A BWV, which should be installed by a licensed plumber, is especially important when plumbing fixtures, such as a wash tub, floor drain or shower are below grade, and for anyone living near low, wet areas that are prone to backups. To find out more about the Backwater Valve Program, please call the MDC's Command Center at 860-278-7850.

If you already have a backwater valve...

Maintenance of the BWV is required to properly ensure that it's operating correctly and should be done periodically throughout the year, especially before major storm events. During a rain event, with the increase in the volume of water in our system, a surcharge into your basement can occur if the BWV is not working properly. To make sure the traps are clean and nothing is interfering with the flappers, simply remove the flapper, clean it and place it back making sure to securely tighten the cap.

MDC RECEIVES NATIONAL AWARD FOR EXCELLENCE



The MDC has been selected to receive 2010 Peak Performance Awards for its four Water Pollution Control Facilities (WPCF). The Peak Performance Awards program, administered by the National Association of Clean Water Agencies, or "NACWA," annually recognizes public wastewater treatment facilities for outstanding compliance records.

The MDC's East Hartford, Poquonock and Rocky Hill WPCF's each received a Gold Peak Performance Award, which honors treatment facilities that have achieved 100 percent compliance with their national pollutant discharge elimination system (NPDES) permit for an entire calendar year.

The Hartford WPCF's received a Silver Peak Performance Award, which recognizes facilities that have received no more than five NPDES permit excesses per calendar year.

In 2010, the total amount of sewage treated at all four WPCF's was approximately 23.5 billion gallons.

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MDC



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.

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MDC IS ONLINE TO BETTER SERVE YOU!

**Questions for our Customer Service Department?
You can email us at Customer_Service@themdc.com**

**“Go Green” by paying your water bill online
at www.themdc.com**

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