



The Metropolitan District

water supply • environmental services • geographic information

CUSTOMER ADVISORY

MDC ADVISES CUSTOMERS OF IT SYSTEM(S) TECHNICAL ISSUES

For Immediate Release
October 19, 2011

(HARTFORD, CT) - The Metropolitan District (MDC) is advising customers of information system issues that affect access to customer account information. These issues leave us temporarily unable to access accounts and respond to requests for billing amounts and closing information, and to set up and complete routine customer service appointments. As always, for emergencies customers should call (860) 278-7850 ext 3600 to report the details and to request assistance.

MDC has engaged a high-level team of industry experts to affect a solution and minimize this period of inconvenience for all of our valued customers. As our team works through this temporary difficulty, all appropriate resources are being utilized and every viable effort made to fully restore our systems to complete functionality as quickly as possible.

MDC regrets for any inconvenience the system disruption has caused our customers. Thank you for your patience and understanding as we work through these technical issues.

Please check back here for continued updates.

About the MDC: *The MDC is a nonprofit municipal corporation chartered by the Connecticut General Assembly in 1929. The MDC provides water, sewer and household hazardous waste collection services to its member municipalities: Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor. In addition, under a series of special agreements, the District supplies treated water to Glastonbury, the southern portion of South Windsor, the eastern portion of Farmington, East Granby and Unionville.*