



The Metropolitan District

water supply • environmental services • geographic information

CUSTOMER ADVISORY

MDC BILLING SYSTEM TECHNICAL ISSUES

For Immediate Release
December 2, 2011

(HARTFORD, CT) - The Metropolitan District (MDC) advises customers that, while the majority of information system issues temporarily affecting access to customer account information were resolved, issues affecting our billing systems remain unresolved at this time. As a result, MDC is temporarily unable to generate routine customer bills.

A high-level team of industry experts engaged by MDC continues to work to resolve the remaining billing issues in order to minimize the period of inconvenience to our valued customers. All appropriate resources are being utilized and every viable effort is being made to fully restore our billing systems to complete functionality as quickly as possible.

Our system experts expect that billing will resume in mid-December. No water service will be affected and no customer will be penalized for billing issues beyond their control. Once you receive your bill, if you feel the delay in billing has caused an undue hardship, please contact customer service at (860) 278-7850 and press #2 and we will work with you to resolve any issues.

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

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.*