



The Metropolitan District

water supply • environmental services • geographic information

CUSTOMER ADVISORY

Water Service Line Coverage Solicitation

February 25, 2011

It has come to the Metropolitan District's (MDC) attention that many of our customers have recently received correspondence offering "water service line coverage" for a fee from a third party contractor. In some cases, this correspondence has included a copy of an MDC newsletter, suggesting that the MDC endorses this coverage. THIS IS NOT THE CASE.

The MDC is not in the business of recommending third party contractors to property owners, and has not done so in this case. The decision to purchase coverage for water line service is solely the decision of the property owner, and the MDC has not and will not make a recommendation regarding this decision to its customers.

The MDC continues to strive for the highest levels of service for all our customers. As always, should you have any questions or concerns, please contact our Customer Service Department at 860-278-7850 or H2OQC@themdc.com.

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.

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