



Powering Connecticut Households Since 1977

FOR IMMEDIATE RELEASE
News Release

Media Contact: Dana Barcellos-Allen
dana@operationfuel.org
860.243.2345 x3307
936.662.1901 cell

Water Bill Help Available for Metropolitan District Customers with Overdue Bills and Balances

HARTFORD, Conn. (November 17, 2020) – Operation Fuel is encouraging residents with overdue bills and unpaid balances on their water bills with The Metropolitan District to apply for emergency financial relief.

MDC and Operation Fuel formed a partnership in 2018 whereby MDC provides financial assistance and Operation Fuel administers the program, working with MDC customers who apply for help in 12 Connecticut towns.

“We know that many Connecticut residents need help due to COVID-related economic fallout, and we want you to know that help is available from the MDC and our administrative partner, Operation Fuel,” said Scott Jellison, MDC CEO.

Typically, to qualify for water utility assistance, customers must receive a shut-off notice, have no water utility service, need assistance with making a payment to prevent a shut-off, or have a past due balance of 30 days or more. However, the MDC suspended shutoffs throughout the COVID-19 pandemic and does not shut off customers during the winter months. It is important to remind customers that even though the MDC has suspended shutoffs, they may still qualify for grants if they are having difficulty keeping up with their bills.

The maximum grant amount is \$500. The grant is designed to help with financial emergencies such job loss, exhaustion of unemployment benefits, or housing or health issues. Applicants must provide a shutoff notice or water bill that is 30 days past due plus payment history and income documentation.

“If you or someone you know is struggling with paying your MDC water bill, please reach out,” said Brenda Watson, executive director of Operation Fuel. “We are grateful to The MDC for its commitment to helping customers in need.”

MDC customers can apply online at www.operationfuel.org/gethelp or to locate an Operation Fuel bank nearby in the Online Fuel Bank Finder. You can also call 2-1-1 to find a fuel bank near you.



OPERATION FUEL

Powering Connecticut Households Since 1977

Assistance is available for residents who live in the MDC member towns of Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor; and the non-member towns of Glastonbury, South Windsor, Farmington and East Granby.

For more information about your bill, customers should contact the MDC's Treasury Department at (860) 278-7850 and press 3.

ABOUT OPERATION FUEL: More than 400,000 households in Connecticut can't afford to pay energy and utility bills. Thanks to supporters and donors, Operation Fuel is able to flip the switch for families year-round, helping seniors, children, and people with medical conditions stay warm, keep the lights on, power devices for cooking and refrigeration, and have access to running water for drinking, hygiene, and laundry. If you or someone you know is struggling with paying your utility bills or energy costs, visit www.operationfuel.org. To help power families, you can visit the website and donate or text OPFUEL to 44321

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: Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield, and Windsor. In addition, the District supplies treated water to portions of Glastonbury, South Windsor, Farmington, East Granby, and Portland.

###