

REQUEST FOR SEWER OR WATER SERVICE

If you are requesting water or sewer service to an existing structure or a vacant lot on an existing street within the Metropolitan District service area you must:

- Submit a certified 'plot plan' or deed, with the name of the person to be contacted, to Customer Service Center, 60 Murphy Rd., Hartford, CT. 06114. A copy of the plot plan or deed may be obtained at the local Town Hall. This document can be mailed, emailed utility_service@themdc.com or serviced in person. A \$125 administration fee is due at this time
- Once received by Customer Service, it will be documented and sent to the MDC Real Estate division
- The MDC Real Estate division will do all the research necessary to determine whether or not an assessment is due the MDC
- The charges, if any, will be reviewed by the assessment committee and returned to Customer Service
- The owner, or person making the request, will be contacted by Customer Service of any charges, and given the option of the 15 year payment plan or payment in full
- When the method of payment has been determined, the agreements will be prepared and, if necessary, the owners will be asked to come to 60 Murphy Road to sign the agreements
- When this is complete, sewer permits or water applications may be issued.

It is important to note that the process, from receipt at Murphy Road to the signing of the agreements, may take up to 4 weeks. In extreme situations, such as contaminated wells or failed septic systems, the process may be rushed to accommodate the owner. Also, the fees mentioned cover only the cost for the right to connect to the MDC system. It does not cover the expense of the actual connection to the main or the pipe from the main to the house. These cost estimates must be obtained from a licensed, bonded, and insured contractor. A list of local contractors is available from Utility Services.

The prevailing rates for water assessments are \$41.00 per adjusted front foot of the lot.

The prevailing rates for sewer assessments are \$53.40 per adjusted front foot of the lot plus a dwelling unit charge and possibly a lateral charge. All charges will be explained when you are contacted.

If you have any questions please contact the Customer Service staff at 278-7850 X3600.