



The Metropolitan District

water supply · environmental services · geographic information

IMPORTANT INFORMATION REGARDING YOUR MDC WATER BILL

January 13, 2012

Dear Customer,

During the fourth quarter of 2011, the MDC experienced an unanticipated computer system malfunction which impacted our ability to issue monthly and quarterly billing statements to our customers. We apologize for this billing interruption and assure you that we have been working diligently to restore our computer system during this time period. As of Tuesday, January 10, 2012, the billing system has now been restored to its proper functionality, and improvements to the system have been implemented to reduce the likelihood of a similar event.

Depending on your billing cycle, you may not have received a bill since October 7, 2011. As indicated, the MDC has resumed generating and delivering customer billing statements. The billing system automatically issues bills over a thirty day period; therefore, within the thirty-five (35) days, you can expect to receive your bill from last quarter. Please note that this bill will represent, in part, a catch up bill which will include charges for water consumption dating back to your last billing statement.

With the delay in issuing billing statements, the MDC will not assess any interest or late charges on any bill that was delayed and paid in full on or before **August 1, 2012**. Please note that this temporary suspension of interest and late charges will **NOT** apply to any bills generated and issued prior to October 1, 2011.

In order to better address any customer questions or concerns with regard to customer billing, the MDC has extended its Customer Service Center hours as follows:

Customer Service Hours Extended Until February 18, 2012

Monday thru Friday 8am to 6pm

Saturday 8am to 2pm

860-278-7850 press 2

Again, we apologize for any inconvenience this may have caused as we pride ourselves on providing outstanding customer service in all facets of our operations at MDC. Please refer to our website www.themdc.com for additional updates.