

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-346-2640

Aug/Sept 2016

## Labor Day office closures *Trash collection shifts by one day that week*

The Town of Prosper's administrative offices will close for Labor Day, Monday, Sept. 5, reopening on Tuesday, Sept. 6. Police, Fire and other emergency personnel will remain on full duty throughout the national holiday.

Labor Day, always the first Monday in September, is a creation of the American labor movement and is dedicated to the social and economic achievements of American workers.

It constitutes a yearly national tribute to the contributions workers have made to the strength, prosperity, and well-being of our country.

In addition to administrative offices, the Community Library will also be closed, as will Municipal Court and the Economic Development Department.

Trash collection will shift by one day because of the holiday. Regular Tuesday collection will move to Wednesday, Sept. 7 and regular Friday collection will shift to Saturday, Sept. 10.

## Online portal offers many options to Prosper utility customers

Town of Prosper utility customers have many do-it-yourself options online. Log on to [www.prospertx.gov](http://www.prospertx.gov) and click on "Online Payments" in the lower right corner. More than simply making payments, the portal allows users to see and select a variety of options.

"You must first log in using your 13-digit account number followed by your customer/pin number which is located just below your account number on your statement," says Kelly Vanaman, Utility Billing Administrator.

The portal provides a drop-down menu that includes:

- Make a one-time payment
- Register for additional services
- Home Page
- Show payment history
- Show consumption history
- Show last bill
- Correspond with the Utility Billing Office
- Logoff

Clicking on "Register for additional services" adds the following to the list above:

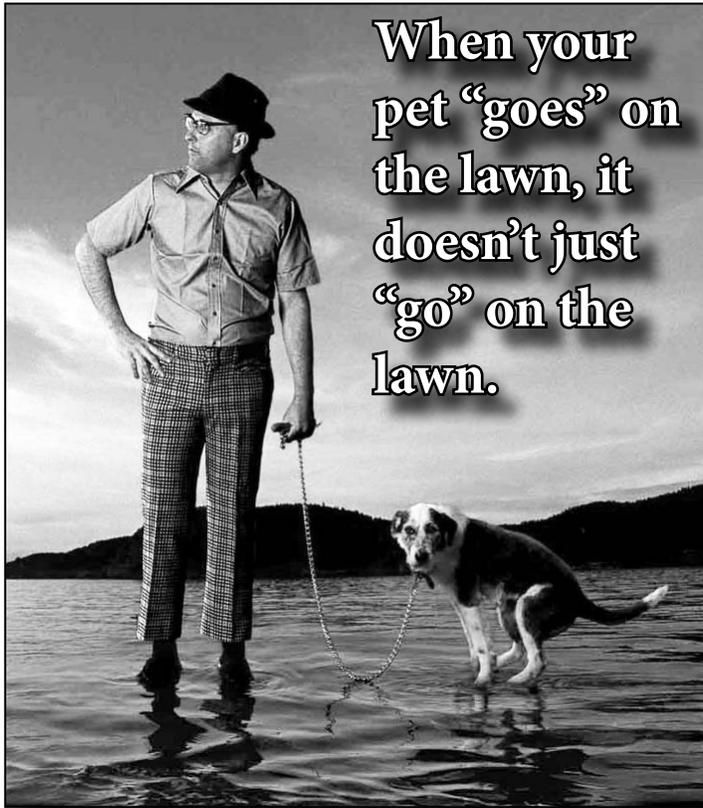
- Change password
- Show additional account information
- Change basic account information including e-bill
- Set up or change automatic credit card payments
- Set up or change automatic bank draft payments

"Taking control of utility costs starts with a basic understanding of the process," added Vanaman. "This portal gives the consumer not only information, but also the ability to make the appropriate decisions on usage and thus costs."

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When your pet “goes” on the lawn, it doesn’t just “go” on the lawn.

When our pets leave those little surprises, rain washes all that waste and bacteria into our storm drains. It then pollutes our waterways. What to do? Simple. Pick up after your pet and flush the waste down the toilet. Then that little surprise gets treated like it should.

For more ways to help safeguard our waterways, visit [www.prospertx.gov/stormwater](http://www.prospertx.gov/stormwater).

Thanks to the City of Tacoma’s Environmental Services for permission to modify their original poster.

## Utility Billing FAQs

*Q: Can I receive my utility bill by e-mail?*

**A: Yes, this option is available to all customers.**

*Q: When is my bill due? When is the penalty added?*

**A: Bills are due on the tenth day of each month, if payment is not received on that day a 10 percent penalty will be added (there is no grace period).**

*Q: If I pay with a credit or debit card is there an extra fee charged?*

**A: A 3 percent pass-thru convenience fee is added to the payment.**

*Q: Does a shut off mean my account has ended and that I am no longer responsible?*

**A: No, you are responsible for your account until you notify us that you have moved.**

*Q: Can I pay my bill by phone?*

**A: No, we don’t take any payments by phone.**

*Q: Who changes my credit card, debit card or bank account information when I get a new one?*

**A: You must log into the payment portal and select the appropriate action, our office does not do this over the phone.**