

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

March/April 2016

Offices closed on Good Friday

Prosper's administrative offices will close on Good Friday, March 25, reopening on Monday, March 28.

Nevertheless, garbage and recycling services will not be affected by the closure. Bulk trash will remain unchanged as well, occurring on the last Saturday of the month for those customers east of Preston Road.

Please call 469-452-8000 by the Thursday before your pickup day to get added to their pick-up list.

And, as always, emergency crews will be at full capacity regardless of the holiday.



Winter averaging concludes

For residential accounts, the annual winter averaging calculations for sewer charges have concluded and this utility bill reflects the monthly charge that will be assessed for sewer service for the next 12 months.

As you'll recall, sewer charges for residents who had an active account with Prosper during the months of December, January and February were monitored for water use. Since the vast majority of water used during these months is used indoors for showers or baths, in toilets, for washing clothing and dishes, and very little, if any, is used outdoors, the utility uses that measurement to set sewer rates.

If you did not have service during those months, sewer bills for the next year are calculated by actual volumetric water usage and is capped at 10,000 gals if volumetric usage is higher. Remember, if you have a septic system, this does not affect your bill.



What do I do with my yard waste?

Avoid blowing grass clippings onto the street

One of the many joys of homeownership is lawn care and maintenance. Most residents take great pride in the look of their yard, especially the front, where curb appeal is very important.

Many residents choose to mow their own lawn, trim their own trees and hedges and generally take personal charge of the care and feeding of the landscaping. For them, the question is what to do with grass clippings, small twigs and branches and the trimmed-off hedge tops.

Progressive Waste Solutions will accept all lawn waste as long as it's neatly bagged and placed inside the green trash poly cart. The clippings and other lawn material should weigh no more than 50 lb. and must allow the cart's lid to close securely. The entire contents will be picked up on the normal collection day.

If an additional cart is required, Progressive will provide one at an additional \$4.72 a month. A call to Prosper's Utility Billing at (972) 346-2640 will get the process started.

The alternative is to bag or bundle yard waste and wait for your monthly bulk trash pickup day. In that case, the bag does not have to be placed in the poly cart. Bags and bundles will be picked up starting at 7 a.m. on your scheduled day, only if you call Progressive on the Thursday before your bulk pickup day at 469-452-8000 and get on their schedule.

Grass clippings can be used as a natural fertilizer. Rather than bagging them or blowing them into the street, try spreading or blowing them back on to your lawn.

Spring Clean-up Event set

The Fifth Annual Spring Clean-up Event is scheduled for March 19 from 8 a.m. to noon in the downtown area. Entry for the event is from Coleman and Broadway. From there, proceed west to McKinley Street, turn left and be ready to present your water bill and driver's license at the check-in point.

We will take: paper shredding, electronics for recycling, tree limbs and yard clippings, cardboard for recycling, and trash.

This year we are accepting donations for Cornerstone Assistance Network. They are looking for slightly used furniture (no mattresses or box springs).

Have hazardous household waste? Get a voucher to the Frisco Waste Facility. Tires and construction materials will not be taken. And Artesia Subdivision residents are not included.

Is your Smart911 profile up to date?

Prosper's emergency services are now connected to the Smart911 system. Smart911 provides residents the ability to create a personal or family profile at www.smart911.com. When registered on Smart911, participants automatically share critical information with police, fire and other emergency personnel.

In addition, outgoing calls on weather and other emergencies are routed through the Smart911 system. If you and your family are not yet registered, doing so is, well, a smart thing to do. A link to Smart911 appears on the Police Department page of the Town website (www.prospertx.gov).

