

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180 Sept./Oct./Nov. 2020

2020 holiday office closures and trash collection shifts

Town offices will be closed for the Thanksgiving holiday on Thursday, Nov. 26 and Friday, Nov. 27. Offices will resume full operations on Monday, Nov. 30.

There will be no trash and recycling collection on Thanksgiving. Thursday pickup will occur on Friday, and Friday collection will occur on Saturday.

Town offices will also close on Christmas Eve, Dec. 24 and Christmas day, Dec. 25, reopening on Dec. 28.

There will be no trash and recycling collection on Friday, Dec. 25. Trash and recycling collection will shift to Saturday, Dec. 26.

All other trash and recycling collections will occur as normal during that week, except, as mentioned above, the Christmas Day collection.

That exact same scenario occurs the following week for New Year's Day on Friday, Jan. 1.

Annual Winter Averaging coming

Because there's no reliable way to measure how much water flows through residential drains, calculating the charges for sewer service must rely on the flow of water that can be measured. That's exactly what happens between Nov. 15 and Feb. 15.

Every year, the sewer or wastewater charges assigned to each residential utility account are calculated using the average amount of water used during these three months. That's because the vast majority of water used in homes during this time period is used indoors. Water used indoors, of course, flows through the sewer system.

During the spring, summer and fall, many residential customers use their irrigation systems to water lawns and landscaping. That water, obviously, does not make use of the sewer system. Thus, calculating the sewer charges during those seasons would not provide an accurate total of water flowing through the sewers.

Using the consumption totals between Nov. 15 and Feb. 15 is the best way to determine the most reliable estimate of sewer charges for the year.

Of course, fixing leaks, avoiding waste, washing only full loads of clothing or dishes, and limiting car washes at home also help keep consumption down, allowing for a more accurate sewer charge for the year.

Residents with swimming pools, large decorative fountains, or other high water-use items should refrain from filling them during the winter averaging period.

However, if a pool is constructed during the winter months, which is common, the Town will take a consideration to the winter average for a first-time pool fill. Residents who have a new pool or other circumstances can fill out a form online to be considered for an adjustment.





Plumbers
DON'T OFFER BLACK FRIDAY SALES.
AVOID CLOGS. DISPOSE OF HOLIDAY GREASE AND LEFTOVERS IN THE TRASH.

TOWN OF PROSPER

Watering map and schedule



From Nov. 1 to March 31, residents must reduce their automatic watering to once per week, when needed. The Town is split into zones, with each zone assigned a watering day.

Zone 1: Mondays

Homes and businesses between First Street/Fishtrap Road and US 380

Zone 2: Wednesdays

Homes and businesses between Prosper Trail/Prosper Road and First Street/Fishtrap Road

Zone 3: Fridays

Homes and businesses between Frontier Parkway/Parvin Road and Prosper Trail/Prosper Road