

Frequently Asked Questions (Effective January 28, 2019):

Q: Whom do I call to get trash/recycle carts delivered to my newly built house?

A: You must first apply with the Town of Prosper for your utility services and on that application you will indicate the number of trash cart(s) you are requesting. The Utility Billing Department phone number is 972-569-1180 if you have any questions. Applications can be received online through 2TURNITON.com, e-mail, or in person. New cart delivery will be each Tuesday.

Q: My trash and/or recycling were not picked up. Is there anything I can do?

A: Please contact CWD Customer Service at 972-392-9300, Option 2, within 24 hours of your missed pick up.

Q: How do I get my trash/recycle cart replaced if it is damaged or has normal wear and tear?

A: Please call CWD Customer Service at 972-392-9300, Option 2. Damaged carts, with the exception of those damaged by fire due to placement of hot ashes or coals, will be replaced at no cost to you. Replacement cart delivery will be each Tuesday. Please make sure carts are empty for replacement.

Q: Whom do I call to get an additional trash or recycle cart?

A: Please call CWD Customer Service at 972-392-9300, Option 2 and speak to a Customer Service Representative or email customerservice@cwd.to.

Q: Do I have to call to schedule bulk trash pick-up?

A: No, you are no longer required to schedule the pick-up, but you must follow the bulk pickup schedule (see service schedule).

Q: How can I dispose of hazardous waste?

A: Do not put hazardous waste in your trash or recycle cart. You may obtain a voucher from the Utility Billing Department at Prosper Town Hall. You are allowed one voucher per year and this entitles you to take your items to the Frisco Hazardous Waste Disposal Center. You must be a current utility customer of Prosper in order to qualify. This service is free to Town of Prosper customers, except for TVs and computer monitors which have a nominal fee that must be paid at the Utility Billing Department.

Q: Where can I take my extra trash or bulk to dispose of myself?

A: On the second and fourth Saturday of each month between 8:00 am and noon you may drop off bulk trash items at 601 W. Fifth St. (Prosper Public Works Center). You must show proof of residency with a current Prosper utility bill.

Q: Can I have bulk/brush items that exceeds four (4) cubic yards picked up?

A: Yes, please call CWD Customer Service at 972-392-9300, Option 2 and request a special pick-up. There will be an additional cost for special pick-up and estimates will be provided by CWD. CWD will bill directly for these additional services.

Q: When can I put out my yard waste? Where can I purchase the brown bio-degradable bags for the yard waste program?

A: You may place out only brown biodegradable bags (not plastic bags) on your regular trash day. The bags can be purchased at Lowe's, Home Depot, Wal-Mart, and most grocery stores.

Q: I have a commercial account and I need service. Who do I call?

A: Please call CWD Customer Service at 972-392-9300, Option 2. CWD will provide you the various options available.

Q: I want to take my trash to a dump myself, where can I take it? Is there a cost?

A: There is a landfill located within the City of Melissa, Texas, located at 3820 Sam Rayburn Highway (SH 121). There is a fee to use the landfill. You may not use the Custer Road transfer station in Plano, Texas. For up-to-date cost and hours call: 469-626-4452.