



Town Hall  
200 S Main Street  
Mailing: P.O. Box 307  
Prosper, TX 75078  
(972) 569-1180  
www.prospertx.gov

## Application To Transfer Utility Service

Date: \_\_\_\_\_

Check all Applicable Services:  Water  Sewer  Trash

Check Applicable:  Owner  Renter  Property Manager

Name on Account: \_\_\_\_\_  
Last Name First Name

Phone Numbers: \_\_\_\_\_  
Home Phone Cell Phone Work Phone

Driver's License: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
Number State

E-Mail Address: \_\_\_\_\_

Previous Address: \_\_\_\_\_  
Street number and street (and Apt. #, if applicable)

Date to End Service: \_\_\_\_\_

New Service Address: \_\_\_\_\_  
Street number and street (and Apt #, if applicable)

Alternate Billing Address: \_\_\_\_\_  
Street number & street (and suite, if applicable) or PO Box

\_\_\_\_\_  
Town/City State Zip Code

Date to Begin Service: \_\_\_\_\_

New Residential account only - # of Garbage Cans: \_\_\_\_\_ (A 95-gallon recycle bin is included)

Would you like to receive your bill by E-mail?  Yes  No

Voluntary \$1.00 Monthly Donations:  Police  Fire

Non-Refundable Transfer Fee is \$20. In addition, any past due balance on the previous account must be paid before new service is started.

### Office Use Only

Driver's License Copy Attached  Trash Carts Ordered

# Town of Prosper

## Services Agreement

[www.prospertx.gov](http://www.prospertx.gov)

### Water, Sewer and Solid Waste

- I. **Water.** The Town of Prosper water meters are read electronically twice daily and the readings are transmitted to DCU's (Data Collection Units) that are linked to the Town's utility billing system. Water readings are downloaded for residential and commercial billing at approximately the same time period each month for billing purposes. Water fee is comprised of a minimum service charge and a volumetric charge.
- II. **Sewer.** Residential sewer charges are based on the average from water consumed in the months of December, January and February. This establishes a winter average which is used in calculating the monthly sewer charge for the entire year. Each March the sewer is recalculated from data collected from December, January and February. Customers who have not been billed for any of those months will not have a winter average and will cap out at 10,000 gallons for each monthly bill until a winter average has been established. Commercial sewer bill is comprised of minimum service charge and a volumetric charge.
- I. **Solid Waste.** Solid waste is picked up weekly with one bulk pick up per month included.
- II. **Rates.** Rates are subject to change annually after a rate study is completed by a third party and approved by the Town Council. Current rates are posted on the Town's website or are available at the Utility Billing Office.
- III. **Payments.** Utility payments are due by the 10<sup>th</sup> of each month. The Utility Billing Office is located at 200 S. Main St. and is open Monday through Thursday 8:00 am until 5:30 pm and Friday 8:00 am until 5:00 pm. Payments are accepted by cash, check, money order, cashier's check, credit card, debit card and auto draft of checking, savings, and credit card. No payments are accepted by phone. Please allow 10 days for mail delivery. Payments sent by mail must be addressed to: PO Box 307, Prosper, Tx 75078. Payments may be made after hours by using the night box located in the northwest corner of Town Hall in the parking lot. Payments made overnight or on the weekend will not be posted until the next business day.
- IV. **Penalty.** Should the amount due on the 10<sup>th</sup> day of the month following the billing cycle not be paid in full, a 10% penalty will be incurred.
- V. **Return payments.** Payments returned for any reason from a financial institution or pay system will incur a \$25.00 return fee for each item.
- VI. **Disconnect.** If payment is not received ten days from after the due date a disconnect notice will be generated and mailed to the account holder's billing address. The Town is not required to send additional notices in order to be authorized to discontinue service. Current fees associated with this action are posted on the Town's website or are available at the Utility Billing Office. Accounts that have been disconnected may be referred to a collection agency. Disconnection does not mean "termination".
- VII. **Termination of Services.** It is the responsibility of the account holder to request their account be final. All charges that are incurred up to the account final date are the financial responsibility of the account holder. Unpaid balances may be referred to a collections agency. Balances on inactive accounts may be transferred to an active account of the same name when one is present. After 90 days of non-payment of full balance account may be final and account holder will then have to re-pay for services if needed.

### Cross Connections

- I. **Purpose.** The Town of Prosper is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Town of Prosper will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.
- II. **Restrictions.** The following unacceptable practices are prohibited by State regulations.

