

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180

April - May 2019

Offices close for Memorial Day

To honor the memory of the men and women who made the ultimate sacrifice for the country while in uniform, the Town of Prosper will close its offices on Monday, May 27.

All non-emergency offices will be closed on May 27, but will reopen on Tuesday, May 28.

Trash and recycling collection will not be affected by the closure of Town offices. All routes will be serviced without any interruption or delay.

Fire, Police and EMS service will be provided as usual, with no disruption of their 24-hour schedule.

Operators in the Dispatch office will also be on hand to assist with any emergencies.



Help us reach you by updating your contact information

Communication with our customers is one of our most important values here in Utility Billing. When an issue arises with any of our residents, we strive to be as responsive as possible, as quickly as possible.

Our team is constantly responding to our customers, whether it's to begin service, change service, update address changes, answer questions, provide information, or simply to remind them of our hours of operation or holiday schedules.

We are always looking for ways to improve our communication with residents. For example, we have several bilingual persons on staff who can handle calls from customers who prefer to speak Spanish. We also try to ensure that we answer our phones before the third ring, and we keep our on-hold time to the bare minimum. When residents leave a voicemail, we get back with them as soon as possible.

Walk-ups to our service windows on the first floor of Town Hall are always greeted with a smile and prompt service.

We know that you have other important things to do throughout the day, and we want to be sure you get the answers you seek and the service you require as promptly as possible.

Sometimes, though, we have a hard time reaching out to some of our customers because their contact information is out of date. Perhaps you've moved or changed phone numbers, changed your last name or switched email addresses. When we have old, outdated or bad contact information, we can't meet our goal of good communication.

You can help us maintain our communication objectives by ensuring that your contact information is updated by signing on to your account and making the change, or by sending an email with your new information to Marsa Wages at marsa_wages@prospertx.gov.

We don't often reach out to customers, but when it's necessary, we want to be sure we're able to.

Office hours: Monday-Thursday 8 a.m. to 5:30 p.m. Friday 8 a.m. to 5 p.m.

