

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

Feb/March 2018

## Offices closed on Good Friday

Prosper's administrative offices will close on Good Friday, March 30. Personnel will resume normal schedules on Monday, April 2.

Garbage and recycling pickup services will not be affected by the closure.

Likewise, bulk trash pickup will be unchanged, but be mindful that bulk trash may not be placed on the curb more than 48 hours before pickup.

And, remember to call 469-452-8000 by the Friday before your pickup day to get added to their pick-up list.

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 conclude this month and the March 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.

If you have a septic system, this does not affect your bill.



## Vouchers for dangerous chemicals available at Utility Billing with ID

Residents who want to dispose of wet paint, solvents, chemicals, harsh cleaners, bleaches and other hazardous household waste should never place these in either the trash or recycling poly cart. And, of course, these should never be disposed of in drains or stormwater culverts. Every Prosper household is entitled to one Hazardous Household Waste Voucher per year at no charge.

These vouchers allow Prosper residents to take these dangerous and toxic substances to the Frisco Environmental Collection Center. To obtain a voucher, residents need only present their drivers license to the Utility Billing Office at Town Hall, 121 West Broadway between 8 a.m. and 5 p.m. Monday through Friday.

Unlike previous years, vouchers will not be available at the Spring Clean-Up Event. The Frisco Environmental Center cannot accept hazardous household waste without a valid voucher.



## Once-a-week watering with automatic sprinkler systems remains in effect until March 31

Once-a-week watering with automatic sprinklers continues through March 31, with twice-a-week watering resuming on April 1. Although twice-a-week watering starts on April 1, once per week watering is usually enough for most lawns and landscaping.

The watering schedule may be viewed at [www.prospertx.gov/wp-content/uploads/Watering-Map\\_2017.pdf](http://www.prospertx.gov/wp-content/uploads/Watering-Map_2017.pdf).

Bring the family to the pond at Frontier Park for the 9th Annual Prosper Fishing Derby. It's free and fun for the whole family!

It's set for Saturday, Feb. 24 starting at 9 a.m. and concluding at 11 a.m. with prizes for kids 14 and under.

Visit [www.prosperparksandrec.org](http://www.prosperparksandrec.org) or the Prosper Parks and Recreation Facebook page for more information.

