

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

Feb/March 2019

Offices closed on Good Friday

Prosper's administrative offices will close on Good Friday, April 19. Personnel will resume normal schedules on Monday, April 22.

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.

Placing bulk trash items on the curb earlier than 48 hours before pickup is unsightly and may encourage vermin to become active.

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.



Questions or concerns regarding CWD's solid waste service can be reported to (972) 392-9300, Option 2.

Spring Clean-up Event set for March 30

The annual “clean out the garage and attic and get rid of the junk” event is set for March 30 from 8 a.m. to noon.

We like to call it the Spring Clean-up Event, but whatever the name, it will return to the same location as last year (enter at Broadway St. and S. Craig, proceed south on Craig Street to event).

CWD will be our partner this year, and they’ve added a Hazardous Household Waste collection site at the event.

That means that your old paint, chemicals and solvents will be accepted.

Lower credit card use rate coming soon

We’re switching to a different credit card processing company, Gila LLC, known as MSB.

The new company’s pass thru rate is 2.19% calculated from amount of the charge, instead of the current rate of 3%.

Soon, we’ll be asking current credit card auto draft customers to re-register their information in order to continue using the auto draft payment system for their utility bill.

Affected customers will receive a written letter from Utility Billing when this needs to be completed.

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.

Prosper Police Department’s Citizens Police Academy is accepting applications! Are you curious about our department? Our Citizens Police Academy is the perfect opportunity for you to learn about operations, policy and procedures of the Prosper Police Department. We hope that you will join us! Learn more and apply here: <https://www.prospertx.gov/prosper-police-department-citizens-police-academy/>

