

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180. Feb/March/April 2020

## Offices closed on Good Friday

Prosper's administrative offices will close on Good Friday, April 10. Personnel will resume normal schedules on Monday, April 13.

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

As always, emergency crews will be at full capacity regardless of the holiday.

## Scoop the poop

Whenever it rains in Prosper, rainwater runs directly into local rivers, streams and lakes. Bacteria from pet waste enters these bodies of water, introducing harmful elements. Please remember to pick up after your pets.

The stormwater department is dedicated to keeping our waterways clean. For more information, visit our website at [www.prospertx.gov/government/departments/stormwater/](http://www.prospertx.gov/government/departments/stormwater/).

## 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.



Once-a-week watering with automatic sprinklers, if needed, remains in effect until March 31. See water schedule at <https://www.prospertx.gov/government/departments/water-conservation/>

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

## Spring Clean-up Event set for Saturday, April 25

The annual “clean out the garage and attic and get rid of the junk” event is set for Saturday, April 25 from 8 a.m. to noon.

One important change from the last several years is that the event returns to the downtown area in the streets surrounding Town Hall. Also, unlike last year, there will be no collection of Hazardous Household Waste at the 2020 event.

CWD is once again partnering with us on the event, which has continued to grow every year. Be on the lookout for more information on the route and acceptable materials.

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## Solid Waste and Recycling Rates

*Effective Feb. 1, 2020*

All rates are monthly unless otherwise specified. Rates are not prorated.

***Basic Residential Service - \$12.90 per month***

***Additional garbage cart: \$6.11 - Each additional recycling cart: \$2.69***

**Weekly:** one garbage cart and one recycle cart. Please set carts out before 7 a.m. on pickup day.

**Yard waste recycling program:** Weekly service on same day as trash collection; must be in brown paper bags. Tied and bundled brush will also be accepted with no limit.

**One monthly bulk collection:** Up to four cubic yards not to exceed 50 pounds, nor longer than four feet.

**Bulk drop off at 601 W. 5th Street:** Second and fourth Saturday of each month between 8 a.m. and noon. Proof of residency required.

**Voucher for disposal of Household Hazardous Waste:** One voucher per year; available at Town Hall.

Contact CWD with questions regarding trash, recycling and bulk services.  
972-392-9300 or [www.CWD.to](http://www.CWD.to).

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The annual rate adjustment for the Town’s Solid Waste provider Community Waste Disposal (CWD) is reflected in this February bill. The total increase for standard residential service will be from \$11.52 to \$12.90, an increase of \$1.38. Increases for commercial will vary depending on the specific service. This annual rate adjustment is defined in the Town’s franchise agreement with CWD and is based on the three factors of annual inflation, fuel costs changes and landfill disposal cost changes. The largest change in the cost structure is from landfill disposal cost increases due to changes at the DFW Landfill in Lewisville. CWD was disposing of all Town waste at the DFW Landfill. This landfill is no longer accepting any waste from CWD or any other external customers effective December 31, 2019. CWD has entered into a three-year agreement with the City of Denton for waste disposal which will stabilize this cost in future years. Please contact Chuck Springer, Executive Director of Administrative Services at 972-569-1162 with any questions regarding this increase.