

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

July-August 2018

Labor Day office closures *Trash and bulk collection shift by one day*

The Town of Prosper's administrative offices will close for Labor Day, Monday, Sept. 3, reopening on Tuesday, Sept. 4. Police, Fire and other emergency personnel will remain on full duty throughout the national holiday.

Labor Day, always the first Monday in September, is a creation of the American labor movement and is dedicated to the social and economic achievements of American workers.

In addition to administrative offices, the Community Library will also be closed, as will Municipal Court and the Economic Development Department.

Trash collection will shift by one day because of the holiday. Regular Tuesday collection will move to Wednesday, Sept. 5 and regular Friday collection will shift to Saturday, Sept. 8.

Bulk trash pickup, normally scheduled for the first Monday of the month, will move to Tuesday, Sept. 4.

Remember to get on the pickup schedule by calling 469-452-8000.

Online portal offers many options to Prosper utility customers

Prosper utility customers have many do-it-yourself options online. Log on to www.prospertx.gov and open the Government tab, then click on Utility Billing under Departments. Once there, click on the Pay My Utility Bill box on the right side of the page. More than simply making payments, the portal allows users to see and select a variety of options.

"You must first log in using your 13-digit account number followed by your customer/pin number which is located just below your account number on your statement," says Kelly Vanaman, Utility Billing Administrator.

The portal's "Action to Perform," is a drop-down menu that includes:

- Make a one-time payment
- Register for additional services
- Home Page
- Show payment history
- Show consumption history
- Show last bill
- Correspond with the Utility Billing Office
- Logoff

Clicking on "Register for additional services" adds the following to the list above:

- Change password
- Show additional account information
- Change basic account information including e-bill
- Set up or change automatic credit card payments
- Set up or change automatic bank draft payments

"Taking control of utility costs starts with a basic understanding of the process," added Vanaman. "This portal gives the consumer not only information, but also the ability to make the appropriate decisions on usage and thus costs."

Utility Billing set to move to new Town Hall

Visitors to the Utility Billing Department will have to become accustomed to a new way to get to the office. Starting on Monday, July 30, the friendly faces of the Utility Billing personnel will greet visitors at the new Town Hall building.

The office will be conveniently located on the first floor of the three-story building near the main entrance on the north side of the building.

In addition to the new office location, the department will be implementing new hours.

From Monday through Thursday, the office opens promptly at 8 a.m. and remains open until 5:30 p.m. On Fridays, the office will open at 8 a.m. and close at 5 p.m. The office will be closed on Saturdays and Sundays.

Correspondence to the office may continue to be sent to the same Post Office Box. A new phone number will be assigned to the office, but as of this writing, it is yet unassigned.



Save
the date!

PROSPER COMMUNITY PICNIC

Saturday, September 8, 2018
4-7pm at Frontier Park