

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

May-June 2018

## 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 28.

All non-emergency offices will be closed on May 28, but will reopen on Tuesday, May 29.

Trash and recycling collection will be delayed by one day. Tuesday collection will occur on Wednesday and Friday collection will occur on Saturday that week only.

Bulk trash collection for that day will also move. Bulk for that Monday moves to Tuesday.

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.



## Is our water safe to use?

*Change in taste and smell during maintenance caused some controversy*

In a word, yes. The quality of the water we use on a daily basis recently became the source of some controversy as a nationally-recognized activist questioned it. The individual chose Plano as her base of operation and started asking questions regarding the water's usability because of complaints regarding the temporary taste and smell of the water during the annual maintenance period.

For about a month every year, the North Texas Municipal Water District conducts maintenance on its system. This is done during the cooler months, usually in February or March.

Normally, chlorine is combined with ammonia to treat drinking water, creating chloramines that serve to oxidize possible contaminants. However, during the maintenance time-frame no ammonia is added resulting in what's known as "free chlorine," which can cause a change in the smell and taste.

Some people with heightened senses may find a slightly altered taste and smell. This change in taste and smell is because chlorine is the only additive mixed into the water during the annual distribution system maintenance period.

This process is accomplished once a year to help optimize the quality in the distribution system and reduce the amount of water hydrant flushing in the warmer months.

The Texas Commission on Environmental Quality allows water suppliers, like the NTMWD, to perform chlorine maintenance, helping reduce the need to flush systems during the summer, thus conserving water.

The Town of Prosper conducts its own water testing and develops an Annual Water Quality Report. To view the 2017 report, please visit <https://www.prospertx.gov/wp-content/uploads/CCRWebPub2017.pdf>.

If you still have questions regarding the quality of the water, please contact Tristan Cisco, Water Education Coordinator at [Tristan.Cisco@prospertx.gov](mailto:Tristan.Cisco@prospertx.gov) or by phone at (972) 347-9969.

## Frequently asked questions regarding water bills

**Q:** Can I receive my utility bill by e-mail?

**A:** Yes, this option is available to all customers.

**Q:** When is my bill due? When is the penalty added?

**A:** Bills are due on the tenth day of each month, if payment is not received on that day a 10 percent penalty will be added (there is no grace period).

**Q:** If I pay with a credit or debit card is there an extra fee charged?

**A:** A 3 percent pass-thru convenience fee is added to the payment.

**Q:** Does a shut off mean my account has ended and that I am no longer responsible?

**A:** No, you are responsible for your account until you notify us that you have moved.

**Q:** Can I pay my bill by phone?

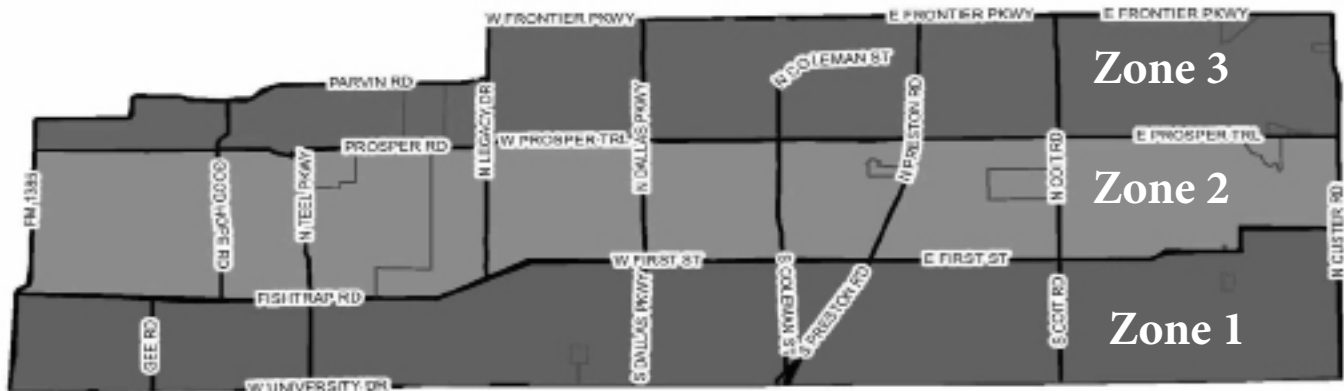
**A:** No, we don't take any payments by phone.

**Q:** Who changes my credit card, debit card or bank account information when I get a new one?

**A:** You must log into the payment portal and select the appropriate action, our office does not do this over the phone.

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## Watering map and schedule



**B**etween now and next Halloween, watering with automatic sprinkler systems may occur twice a week according to the following schedule.

### Zone 1: Mondays and Thursdays

Homes and businesses between First Street/Fishtrap Road and US 380

### Zone 2: Tuesdays and Fridays

Homes and businesses between Prosper Trail/Prosper Road and First Street/Fishtrap Road

### Zone 3: Wednesdays and Saturdays

Homes and businesses between Frontier Parkway/Parvin Road and Prosper Trail/Prosper Road