

THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

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

November 2016

November Holiday Reminders

Trash collection affected

The Town of Prosper is deeply grateful to the many veterans in the area. We appreciate their service and the sacrifices they and their families made while in the service of our country.

Even so, the administrative office of the Town will remain open on Veterans Day, Nov. 11. Trash and recycling collection are similarly not affected by the national day of observance.

On the other hand, the Town will close for the traditional Thanksgiving holiday. Our offices will close on Thursday, Nov. 24 and Friday, Nov. 25. Regular office schedule will resume on Monday, Nov. 28.

Normal Friday pickup will be delayed one day that week. Friday customers will be serviced on Saturday, Nov. 26.

Also, bulk trash pickup will occur on Saturday, Nov. 26, for residents east of Preston Road.

Remember, you must call (469) 452-8000 to get on the schedule for end of month bulk trash pickup.

Winter averaging of water use sets next year's wastewater charges

Have you ever wondered how water utilities calculate how much to charge for sewer or wastewater services? Some customers may not be aware of the process that determines how much the Town of Prosper charges for sewer service.

The process is actually quite simple. The first thing to understand is that the calculation process is done every year. And, while many households may not see a big change from year to year, some homes may actually see a drop or rise in the wastewater charge because of what happens in the winter.

The winter season is important only because that's when the Town monitors water use, and bases sewer charges on the amount of water being used during that period. There's no accurate way to measure how much water goes into the various drains, sinks, toilets, showers or baths in a home. So, the way to get an accurate reading is to monitor the water use.

The reason this is done during the wintertime is because the Town, and virtually all other water and sewer utilities, figure that the vast majority of your water use in the winter is used inside the home, and thus discharged into the sewer lines, since most homes will severely curtail or eliminate their outdoor irrigation in the winter.

So, why would the wastewater charge change from year to year? If the number of people in the home increases or decreases throughout the year, presumably the amount of water used during the winter will either go up or down. Or, a leaky faucet in the winter will not only drive the monthly cost of water up, it will show up in the sewer charges during the following year. Also, washing half loads in the clothes or dish washer may affect the sewer charge as well.

Starting on Nov. 15 until the end of February, be mindful that your water usage determines your sewer charges for the following year.

Christmas Festival set for Dec. 3

Save the date!

This year, the Prosper Christmas Festival is set for Saturday, Dec. 3 from 3 p.m. to 6 p.m. in the downtown area. As usual, the Prosper Christmas Parade will kick off the festivities. This year, the festival's theme is "Saluting those who serve."



We'll be outwardly demonstrating our gratitude and thanks to those who provide valuable service to our community and our nation. For example, we'll honor our Police and Fire personnel, members of our military services, volunteers in the community, those who serve at churches, and the many other unsung heroes who give of themselves in service.

We're encouraging attendees to wear red, white and blue to show support for our nation and for those who give of themselves every day. Join us as we demonstrate our theme of "Saluting those who serve."

The Christmas Festival Committee is still looking for sponsors, vendors and volunteers. If you or your company or organization want to become a sponsor of the Christmas Festival, please contact Julie Shivers at (972) 569-1064.

Those of you who want to serve as volunteers for the festival can call Baby Raley at (972) 569-1013 to get on the volunteer list,

We hope you are making plans to attend and be part of this wonderful Prosper tradition.



Starting on Nov. 1 and continuing until March 31, automatic sprinklers are limited to once every other week. Twice a month watering is sufficient for normal lawn and shrub winter water needs.

