

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180 Sept./Oct./Nov. 2018

## Thanksgiving Holiday closures

**T**own offices will be closed for the Thanksgiving holiday on Thursday, Nov. 22 and Friday, Nov. 23 in observance of the two-day national celebration. Offices will resume full operations on Monday, Nov. 26.

Trash and recycling collection will not be affected on Tuesday, Nov. 20, but pickup will not occur on Friday, Nov. 23. Instead, Friday collection of trash and recycling will move to Saturday, Nov. 24.

Interestingly, the Thanksgiving holiday started in 1863 when President Abraham Lincoln declared the last Thursday in November as Thanksgiving Day. Every President from then on celebrated Thanksgiving by Presidential Proclamation.



## Annual Winter Averaging to start

**B**ecause there's no reliable way to measure how much water flows through residential drains, calculating the charges for sewer service must rely on the flow of water that can be measured. That's exactly what happens between Nov. 15 and Feb. 15.

Every year, the sewer or wastewater charges assigned to each residential utility account are calculated using the average amount of water used during these three months. That's because the vast majority of water used in homes during this time period is used indoors. Water used indoors, of course, flows through the drainage system.

During the spring, summer and fall, many residential customers use their irrigation systems to water lawns and landscaping. That water, obviously, does not make use of the sewer system. Thus, calculating the sewer charges during those seasons would not provide an accurate total of water flowing through the sewers.

Using the consumption totals between Nov. 15 and Feb. 15 is the best way to determine the most reliable estimate of sewer charges for the year. Of course, fixing leaks, avoiding waste, washing only full loads of clothing or dishes, and limiting car washes at home also help keep consumption down, allowing for a more accurate sewer charge for the year.



## Utility Billing has a new home

**W**e're now on the first floor of the new Town Hall, 200 S. Main St. Windows are open on Monday through Thursday from 8 a.m. to 5:30 p.m. and on Friday from 8 a.m. to 5 p.m. Our number is (972) 569-1180. Want to drop off a payment? The secure drop box is on the northwest corner of the new building by the parking lot. Come see us and say hi!



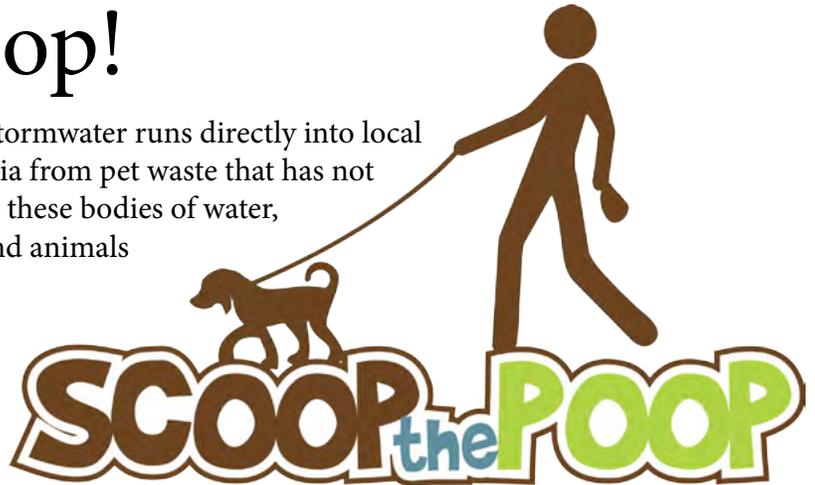
## Scoop the Poop!

**W**henver it rains in Prosper, the stormwater runs directly into local rivers, streams and lakes. Bacteria from pet waste that has not been properly disposed of enters these bodies of water, introducing harmful elements to humans and animals alike.

For the sake of everyone who depends on the cleanliness of these waters, including all of us, please remember to pick up after your pets.

The staff of 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/).

If you see suspicious activity or would like to report pollution to our Stormwater Utility Administrator, call the stormwater hotline at (972) 569-1197.



An advertisement for plumbers. It features a man in a blue shirt and a white cap holding a plunger. The background is blue with dollar signs. The text reads: "Plumbers DON'T OFFER BLACK FRIDAY SALES. AVOID CLOGS. DISPOSE OF HOLIDAY GREASE AND LEFTOVERS IN THE TRASH." At the bottom is the logo for the Town of Prosper, which includes a windmill and the text "TOWN OF PROSPER".



*Save the date!*

*Saturday, Dec. 1  
2 p.m. to 6 p.m.  
Town Hall, 200 S. Main St.*