

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180 Sept./Oct./Nov. 2019

## Holiday closures

**T**own offices will be closed for the Thanksgiving holiday on Thursday, Nov. 28 and Friday, Nov. 29. Offices will resume full operations on Monday, Dec. 2.

There will be no trash and recycling collection on Thanksgiving. Thursday pickup will occur on Friday, and Friday collection will occur on Saturday.

Town offices will also close on Christmas Eve, Dec. 24 and Christmas day, Dec. 25, reopening on Dec. 26.

There will be no trash and recycling collection on Wednesday, Dec. 25.

As usual, collection will shift one day beginning on Thursday of that week, meaning that Wednesday routes will be serviced on Thursday, Thursday routes on Friday and Friday routes on Saturday.

That exact same scenario occurs the following week for New Year's Day on Wednesday, Jan. 1.

**Save the Date**  
**Prosper Christmas Festival**  
**Dec. 7, 3 p.m. to 7 p.m.**  
**Town Hall**

## Annual Winter Averaging coming

**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 sewer 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.

Residents with swimming pools, large decorative fountains, or other high water-use items should refrain from filling them during the winter averaging period. The water used in those large capacity items will count in the household's total, increasing the cost of sewer services.

However, if a pool is constructed during the winter months, which is common, the Town will issue an adjustment for the first fill. Once the first fill adjustment is granted, there are no additional adjustments for water used in these high water use items.



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

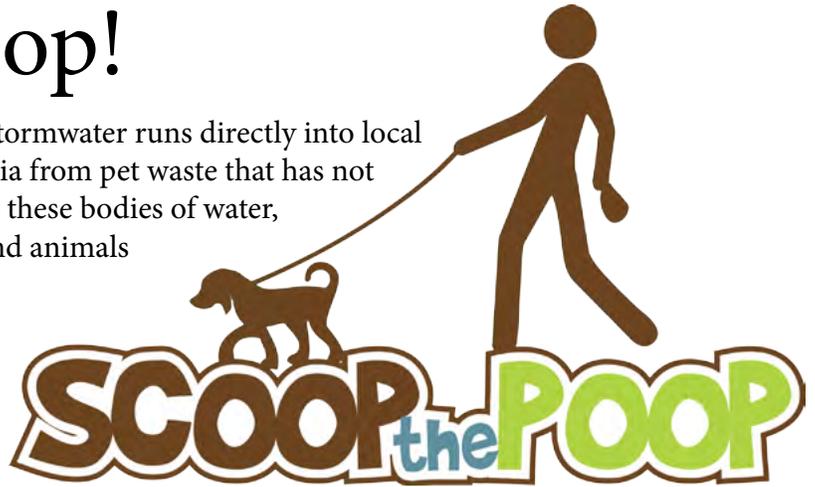
## Scoop the Poop!

Whenever 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.



## Watering map and schedule



From Nov. 1 to March 31, residents must reduce their automatic watering to once per week, when needed. The Town is split into zones, with each zone assigned a watering day.

### Zone 1: Mondays

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

### Zone 2: Wednesdays

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

### Zone 3: Fridays

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