

# THE UTILITY CONNECTION

News and information for Prosper's Utility Customers

For more information call Utility Billing at 972-569-1180 Sept./Oct./Nov. 2021

## 2021 holiday closures and collection shifts

**T**own offices will be closed for the Thanksgiving holiday on Thursday, Nov. 25 and Friday, Nov. 26. The Prosper Library also closes on Saturday, Nov. 27. Offices will resume full operations on Monday, Nov. 29.

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 Thursday, Dec. 23 as well as Christmas Eve, Friday, Dec. 24. The Prosper Library will close on Christmas Day, Saturday, Dec. 25.

There will be no change in the trash and recycling collection schedule that week.

The following week, Town offices will close on New Year's Eve, Friday, Dec. 31.

Since both Christmas Day and New Year's Day fall on Saturdays this year, there will be no change in any of the trash and recycling or bulk pickup schedules during the holidays.

Note: the bulk collection site at Public Works will close on Christmas Day and New Year's Day.

## Measure your water consumption

**P**rospertx is now offering the ACE® Consumer Engagement Portal to all residents at no cost. The portal is designed to allow utility customers the ability to measure their water consumption in real-time and set specific usage alerts. That means that surprises when water bills arrive are virtually eliminated because consumers can take control of their water usage.

It's online, free, and now available. The ACE portal can provide water use tracking by the hour, letting customers know exactly when their peaks are occurring. It can also assist in setting overnight sprinkler use limits, and it can compare consumption on a daily or monthly basis.



It gives users the ability to view historical use, which is important when comparing month-to-month or year-to-year water usage. Most importantly, the portal can send alerts to residents when they are approaching limits they set, giving residents the ability to limit watering, or change their watering patterns.

Visit <https://acewebsite.aclarax.com/TownOfProsper> and select Sign Up Now. Your email address and cell phone number must be up to date with the records on file at Utility Billing. Account setup instructions can be found at <https://www.prospertx.gov/government/departments/utility-billing/ace-portal-2/>.

Call 972-569-1180 if you have any questions or need to update your information.

*Point your phone's camera on the QR code on the right. It will take you directly to the Town of Prosper's ACE Portal website so you can sign up.*



## Annual Winter Averaging coming

Every year, between Nov. 15 and Feb. 15, the sewer or wastewater charges assigned to each residential utility account are calculated using the average amount of water used during this time period. 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.

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.

Residents who have a new pool built or other circumstances can fill out a form online to be considered for an adjustment.

## Trash the FOG

Defend your drains after your holiday feast! Scrape grease and food scraps from trays, plates, pots, pans, utensils and cooking surfaces into the trash for disposal. When fats, oil and grease (FOG) go down the drain, they can pass through water treatment plants and enable harmful bacteria to enter our waterways. Don't let FOG impair our streams with bacteria. Do your part, trash the FOG!

## 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