

**FOR IMMEDIATE RELEASE**  
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### **Utility Administration Drive-Thru Closure**

Copperas Cove, Texas – Effective Thursday, September 1, 2016 the City of Copperas Cove Utility Administration Department, located at 305 S. Main Street, will permanently discontinue drive-thru window service. The hours for walk-in service will remain the same, Monday thru Friday, 8am to 430pm.

The City recently entered into an agreement with FATHOM Water Management, Inc. for them to provide the FATHOM Smart Grid for Water – delivering a complete solution including infrastructure, software, services and utility billing and customer care operations. FATHOM will provide the City's customers with real-time access to their water usage and billing information, while also improving utility revenue and overall operations with data-driven insights.

As part of the implementation process the City is currently re-assigning personnel, therefore leaving minimum staffing at the facility. To avoid extended waiting times, citizens are encouraged to visit us online at [http://www.copperascovetx.gov/utility\\_administration/](http://www.copperascovetx.gov/utility_administration/) where they can easily activate or deactivate accounts, pay bills on-line, etc. The City is excited to progress with the implementation process and look forward to streamlined utility operations and enhanced services for our customers in the very near future.

Any questions or concerns should be directed to Public Information Officer Kevin Keller at [kkeller@copperascovetx.gov](mailto:kkeller@copperascovetx.gov) or 254-547-4221.