

**FOR IMMEDIATE RELEASE**

September 7, 2018



City of Copperas Cove

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### **Utility Administration Customer Portal Upgrade**

Copperas Cove, Texas – The City of Copperas Cove and FATHOM are excited to introduce the roll out of our updated utilities online customer portal this week. This service is part of our commitment to provide our customers with the best tools to manage water use and billing. The upgrade will provide the following services:

- A new homepage – more user friendly, easier navigation and announcements
- The ability to choose which day your payment is deducted from your bank account (if you have this set up)
- Immediate email notification if autopay fails
- Additional information on water usage
- On-demand leak detection guidance
- Access to download billing period data and hourly read data
- Alerts including daily use notifications and bill forecast notifications
- Multi-account capabilities allow you to add many accounts to a single user login. For example, if you own several properties you will be able to manage them all under a single login instead of having a login for each property.
- Multi-user capabilities allow you to add other users to your account. For example, you can add your spouse/children to the account which allows them to access the account with their own login.

A letter was prepared and mailed to all customers with full details on accessing the new site and the updated portal became available to our utility customers on Thursday, September 6, 2018. Customers can get started by accessing the website at, <https://copperascovetx.gwfathom.com>, logging in with account number and creating a new password. Due to security reasons, those who have previously enrolled for ACH or Credit Card recurring payments will need to re-enroll in the new portal if they wish to continue this service. On a side note, the FATHOM App was previously attached to the U2You portal and as a result is no longer functional.

Residents with additional questions or concerns should contact Customer Care at (844)685-6349 (Monday thru Friday from 8am to 5pm CST), or send an email to [copperascove.support@gwfathom.com](mailto:copperascove.support@gwfathom.com).

(See also attached customer letter)

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C/O FATHOM  
21410 N. 19<sup>th</sup> Ave., Ste. 210  
Phoenix, AZ 85027

Hello,


The City of Copperas Cove is excited to introduce you to your new Customer Portal. This free service is part of our commitment to provide you with the best tools to manage your water use and your bill.

The Customer Portal will be available to you on: September 6, 2018

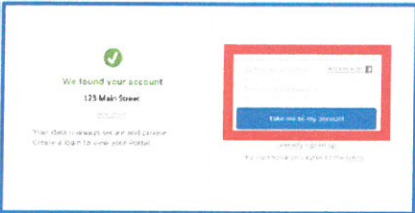
Once available, you can get started by logging on: <https://copperascovetx.gwfathom.com>

To register for the customer portal, you will need your full account number (as shown in the top right-hand corner of your bill) and zip code.

**1** Enter account number and zip code, click "find my account"



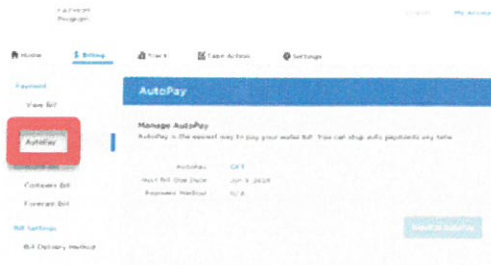
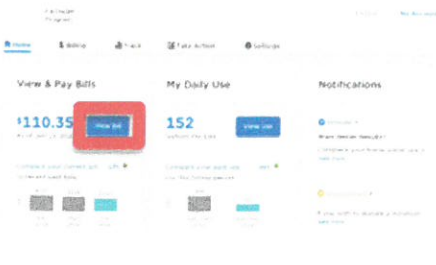
**2** Enter your email and create a password, click "take me to my account"



**VALUABLE INFORMATION REGARDING RECURRING PAYMENTS:**

- If you have an existing credit card and/or ACH set up for recurring payments, **ONLY** if originally set up in your wallet online, you will need to re-enroll due to industry security standards and compliance rules.
- This standard is meant to protect cardholders against misuse of personal information. As a reminder, ACH payments pull funds directly from an account. For example, if you've established a recurring monthly payment for your utility bill, your account will continue to be debited automatically.
- Follow these steps to reinstate your recurring auto-payments after login to the new Portal:

- 1** From the homepage, click "view bill"
- 2** Then click "auto pay" and complete your enrollment



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VALUABLE INFORMATION REGARDING NEW FEATURES:

- **View the full range of your water use tracked by your new Smart Meter, including hour-by-hour usage.** This can help you identify leaks, inefficient toilets, sprinklers or other equipment, and look for water savings. See an example on the back of this letter.
- **Ideas on “Ways to Save” will be highlighted** in the Customer Portal and will be customized based on your water usage.
- **Multi account capabilities** allow you to add many accounts to a single user login. For example, if you own several properties, you’re able to manage them all under a single login instead of having a login for each property.
- **Multi-user capabilities** allow you to add other users to your account. For example, you can add your spouse / children to the account which allows them to access the account with their own login.

**Paperless billing will continue to be available** and is an electronic version of your bill statement that you can view and pay online. When you sign up for paperless billing, we will stop mailing a paper bill statement and will instead send an electronic statement notification to the email address associated with your account.

If you have any questions, please contact us at (844) 685-6349, Monday through Friday, 8:00am to 5:00pm or by email at [copperascove.support@gwfathom.com](mailto:copperascove.support@gwfathom.com)

Sincerely,

City of Copperas Cove

