

FOR IMMEDIATE RELEASE

October 7, 2016



City of Copperas Cove

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FATHOM – Utility Administration Updates

Copperas Cove, Texas – The City of Copperas Cove 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. Effective Monday, October 17, 2016, all new account activations, deactivations and transfers MUST be completed on-line at http://www.copperascovetx.gov/utility_administration/. For residents without computer access, we would like to offer the availability of multiple computers at our Public Library, located at 501 S. Main Street. Citizens are still encouraged to pay bills on-line, however payments will be accepted at the office, located at 305 S. Main Street.

Public Library Hours:

Monday thru Thursday, 9am to 7pm
Friday and Saturday, 10am to 2pm

Utility Administration Hours:

Monday thru Friday, 8am to 4:30pm

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 or 254-547-4221.