

**FOR IMMEDIATE RELEASE**

October 7, 2016



---

City of Copperas Cove

---

Kevin Keller, Public Information Officer  
[kkeller@copperascovetx.gov](mailto:kkeller@copperascovetx.gov)  
Fax: (254)542-8915

914 South Main Street, Suite D  
Copperas Cove, Texas  
Phone: (254)547-4221

### **FATHOM – Water Meters Exchange to Begin Next Week**

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, all water meters will be replaced with a new meter to connect with the Neptune E-Coder Advanced Meter Infrastructure System. This change is a result of the City’s initiatives to update aging equipment, improve water conservation and provide the data required for every resident to truly manage their individual water usage. FATHOM will begin exchanging water meters on Tuesday, October 11, 2016, and the process is expected to be completed within a couple months. FATHOM contractors will be easily identified by name badges and vehicle magnets which easily identify them as subcontractors for the City of Copperas Cove. A letter and FAQ sheet was mailed to all customers this week. Door hangers will also be left on customer’s doors to notify them when the meter exchange will occur on their property, at which point customers should anticipate interruption of service for up to 1 hour.

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 regarding the water meter exchange process should be directed to FATHOM, Monday thru Friday between the hours of 9am to 5pm, at [copperascove@gwfathom.zendesk.com](mailto:copperascove@gwfathom.zendesk.com) or (623)518-4022.

###