

FOR IMMEDIATE RELEASE

November 12, 2019



City of Copperas Cove

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City of Copperas Cove and FATHOM to Separate

Copperas Cove, Texas – The City of Copperas Cove received email notification from FATHOM this past Saturday, November 9, 2019, that they will be going out of business. The email stated in part that “Despite a massive effort this year, we [FATHOM] have not been able to secure an investment or additional debt to save our business”. The City of Copperas Cove and FATHOM entered into a partnership on May 17, 2016.

FATHOM hosted a webinar early Tuesday morning with clients throughout the nation to provide further details on the situation, leading City administration to believe FATHOM will discontinue all contracted services as early as the end of November 2019. To say we are astounded by this announcement is an understatement. While City administration was aware of and understood the day-to-day challenges faced over the past 3½ years, we are disappointed that FATHOM representatives not once spoke of or alluded to this possibility.

We are sharing this information with our citizens and customers in an effort to be transparent about this situation and will continue to provide updates as new information is available. At this point, we are privy to very limited information and continue to seek answers to questions. Calls or visits to Utility Administration to verify or ask questions about the matter, while important, will only slow down local day-to-day operations so please be patient and know updates will be provided as soon as possible.

Regarding account payments, until further notice customers are encouraged to continue making regularly scheduled payments on utility accounts. The revenues received through bill payments will continue to be received by the City of Copperas Cove.

Lastly, FATHOM representatives will meet face-to-face with City administration early next week to further discuss the situation. We will continue to evaluate our options in an effort to develop a transition plan and way forward. City administration anticipates hosting a Town Hall meeting late next week to provide an update and receive questions from our citizens. Further information on that event will be released later this week.

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