

Frequently Asked Questions

COPPERAS COVE UTILITIES ADMINISTRATION

The City of Copperas Cove has approved transitioning back to an in-house full-service utility administration department providing billing and customer care services. This transition will provide you a more responsive and accountable customer service experience. Below are common questions and answers related to this transition.

Will I be penalized or have my water disconnected?

No. During this transition, no late fees will be incurred and there will be no disconnections as a result of delinquent accounts. For those customers who do not keep their account current during the transition, they will have the opportunity to make appropriate payment arrangements within the first billing cycle after the transition is complete. Please note that once the transition is completed, customers will receive a reconciled bill for all services rendered.

Should I make payments to my utility account during the transition?

Customers are welcome, and we encourage you, to continue making some sort of payment in advance and in anticipation of receiving a reconciled bill following the transition. However, delaying bill payments during the transition period will not cause delinquency. Customers will have the opportunity to make appropriate payment arrangements within the first billing cycle after the transition is complete. Please note that once the transition is completed, customers will receive a reconciled bill for all services rendered.

What payment options will I have during the transition and after the transition is complete?

Many options exist currently and more options will be available after the transition is complete. You must use your existing account number for all payments during the transition. **Retain receipts of your payments.** This will provide proof of payments in the event account reconciliations are needed. You must use your **new account number** for all payments after receiving your new bills directly from the City of Copperas Cove.

	Credit/ Debit Cards	e-Check/ ACH Draft	Check/ Money Order	Cash	Payment Option Details	Information Needed
Online	✓	✓			https://copperascovetx.watersmart.com/index.php/welcome For customers with existing accounts prior to December 8, 2019.	
Mail			✓		Address: Utilities Administration P.O. Drawer 1419 Copperas Cove, TX 76522	Bill stub or name, service address and account number
Drop Box / Drop Offs			✓		Locations: • Utilities Administration, 914 S Main St, Suite A • Police Department, 302 E Ave E 24 hours a day	Bill stub or name, service address and account number
Phone	✓	✓			254-547-8718 Mon-Fri, 8:00 a.m. – 4:30 p.m.	Name, service address and account number
In Person	✓	✓	✓	✓	914 S Main St, Suite A Mon-Fri, 8:00 a.m. – 4:30 p.m.	Bill stub or name, service address and account number

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Future Payment Options and Considerations:

Automatic Payments (ACH): All previous automatic payment options were disabled prior to December 17, 2019, including automatic credit card payments. If you would like to sign up for automatic payment with ACH (Automatic Clearing House), simply go to www.copperascovetx.gov/utility_administration, complete the fillable form, print it out and bring it to Utilities Administration or mail it to Utilities Administration, P.O. Drawer 1419, Copperas Cove, TX 76522. You may also pick up the form at Utilities Administration to complete. *To ensure more accurate account processing, a cancelled check or pre-printed deposit slip is beneficial.*

Recurring Credit Card Payments: Due to PCI compliance rules, if you were previously on recurring credit card payments, you will need to re-enroll after the transition is complete.

Bill Pay: If you are currently signed up with your bank for electronic bill payments, it is very important that you update the **new payment remittance address in your bank's online bill pay**. If you do not select the new address, your payment will be delayed in being received. You will also need to update the payments with your **new account number** that will be displayed in the top right corner of your next bill.

IVR Payments: An Interactive Voice Response (IVR) payment option will be available to customers in the future and will require customers to have their account number to complete payments through the IVR.

KIOSK Payments: Utilities Administration is considering the option of providing kiosks at specific locations for customers to make payments. More information to come.

Will my bill date and due date change?

No. After the next bills are sent to customers, the following future bills will continue to be consistent with the standard billing dates and due dates as reflected below. A map of the cycle areas is located at www.copperascovetx.gov/utility_administration.

Cycle	Date Billed	Due Date
1	5th	20th
2	9th	24th
3	12th	27th
4	17th	2nd
5	20th	5th
6	24th	9th
7	28th	13th

Town Hall Meetings

February 20, 2020 and
Early March 2020 (date to be
announced)

Beginning at 6:00 p.m.

At the Civic Center, 1206 W. Ave.
B, Copperas Cove, TX

Review of utility changes,
payment options, and individual
customer account reviews with
Utility Administration Staff.

Is there a new phone number to reach customer service?

Yes. Customer Service Representatives will be available between 8:00 a.m. to 4:30 p.m. Monday-Friday, at (254) 547-8718. During the transition and the first several months following the transition, we expect high call volumes. This may create the need for customers to leave voice messages requesting a call back. It is the City's intention to return calls within two business days.

Will I have a new billing account number?

Yes, your next City of Copperas Cove utility bill will include a **new account number** that will be displayed in the top right corner of the bill. You will need to use these numbers to process a bill payment online or by phone after the transition is complete. Until you receive your next bill, use your existing account number to make payments.