

FOR IMMEDIATE RELEASE
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Utilities Administration Transition – Update #13

Copperas Cove, Texas – The City of Copperas Cove is pleased to report the necessary infrastructure and software changes to bring Utilities Administration back to a full-service in-house department have been largely completed. We continue to fine-tune the services provided to our valued customers and are so appreciative of your continued support and patience.

All new account numbers have been transitioned into the customer portal, and we encourage all customers to create a login for quick and easy account access and management. The customer portal, WaterSmart, can be found by way of a link on the City’s website at: <https://copperascovetx.watersmart.com/index.php/Home>. Recent portal updates include current account balance information, PDF of bills and past payment history since March 2020.

Utilities Administration has successfully finished two complete rounds of billing to all customers and the vast majority of catch-up billing and account reconciliation from the transition has been completed. We are now midway through round three of the new billing. Customer billing cycle information can be found in the chart below, and a map with the billing cycle locations can be found on the City’s website at: http://www.copperascovetx.gov/files/utility_admin/water%20collection%20map.pdf. No late fees or penalties have been assessed to customers since mid-December 2019, nor have any customers been disconnected for non-payment since then. **The City’s current plan is to assess late fees and penalties beginning in June 2020 as per City Ordinance. Customers who are delinquent on paying their utility account will have water disconnected beginning in June 2020 unless a payment arrangement has been made. Payment arrangements are available on delinquent accounts by simply contacting Utilities Administration and speaking with a Customer Service Representative (CSR) prior to June 2020.**

*Beginning this month all bills are now following the regular billing cycle.

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

*Please Note: Cycle 4 bills were recently distributed a few days early to provide customers more time to make payment prior to the due date. The due date however was erroneously changed to May 27th and should have reflected June 2nd, the actual due date. No late fees will be assessed for Cycle 4 bills if paid by June 2nd. All billing cycles will have a static due date (within a day or two) for all future billing cycles.

Current payment methods and additional information can be found on the City's website at: http://www.copperascovetx.gov/utility_administration/, and includes the following options:

Online:

WaterSmart Customer Portal at <https://copperascovetx.watersmart.com/index.php/Home>

The Auto-pay function is pending, and once available will be managed by the customer.

Phone:

Call the local office at (254)547-8718 to make payments by phone (credit/debit card)

Hours: 8:00am to 4:30pm

Mail:

City of Copperas Cove Utilities Administration, P.O. Drawer 1419, Copperas Cove, TX 76522
(check or money order; include bill stub or name, service address and account number)

In Person: (Office currently closed due to COVID-19, we will update once reopened)

City of Copperas Cove Utilities Administration, 914 S. Main Street, Suite A & B (cash, check, credit/debit card, money order)

Hours: 8:00am to 4:30pm

Drop Box Locations:

Utility Administration, 914 S. Main Street, Suite B Door

Police Department, 302 E Ave E (payments may be dropped off inside the facility jail lobby, available 24 hours)

*(Drop Box payments should be check or money order only; include bill stub or name, service address and account number)

Automatic Draft (ACH):

Online bank draft/bill pay option from customer's financial institution. Ensure all online banking information (bill pay services) is updated to reflect the most current biller address.

Interactive Voice Response (IVR):

Pending

Customer concerns may also be addressed by calling (254)547-8718 or emailing Utilities@copperascovetx.gov. Further information can be found on the City's website at <http://www.copperascovetx.gov/pio/uati>. We sincerely appreciate the continued support and patience of our residents.

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