

**FOR IMMEDIATE RELEASE**

June 12, 2020



City of Copperas Cove

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**Utilities Administration Transition – Update #14**

Copperas Cove, Texas – The Utilities Administration Office, 914 S. Main Street, Suite A, will reopen to customers on Monday, June 15, 2020, with temporary office hours of 8am to 4pm until further notice. Interactive Voice Response (IVR) automated phone payments are also now available 24/7 by calling (254) 547-8718, Option 1.

Current payment methods and additional information can be found on the City's website at: [http://www.copperascovetx.gov/utility\\_administration/](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 4:00pm

**Interactive Voice Response (IVR):**

Interactive Voice Response (IVR) automated phone payments are now available 24/7 by calling (254) 547-8718, Option 1.

**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:**

City of Copperas Cove Utilities Administration, 914 S. Main Street, Suite A (cash, check, credit/debit card, money order)  
Hours: 8:00am to 4:00pm

**Drop Box:**

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

To establish, transfer or disconnect service, please visit the Utilities Administration section of the City's website at [www.copperascovetx.gov](http://www.copperascovetx.gov). All necessary documents are listed on the website. Customers may complete the forms and submit either via email [utilities@copperascovetx.gov](mailto:utilities@copperascovetx.gov) or drop off in the drop box on the door at City Hall, Suite B. Following transmittal, a customer service representative will contact the customer to finalize the process.

Customer concerns may also be addressed by calling (254) 547-8718 or emailing [utilities@copperascovetx.gov](mailto: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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