

**FOR IMMEDIATE RELEASE**

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City of Copperas Cove

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### **Utilities Administration Transition – Update #15**

Copperas Cove, Texas – The City of Copperas Cove Utilities Administration Department is pleased to inform our citizens that auto-payment services for utility accounts are now available for enrollment. To enroll, customers should register their account at the following portal: [www.copperascovetx.watersmart.com](http://www.copperascovetx.watersmart.com). Customers with established accounts should utilize their current credentials. Auto-payment services may be set up on the customer portal with a checking or savings account number, or a credit/debit card number. Please note there is no processing fee for those utilizing a checking or savings account number. However, if utilizing a credit or debit card, auto-payments will include a 2.8% processing fee per payment.

Once enrolled, auto-payment functionality typically takes between 24 to 48 hours to become effective. Customer's auto-payments will be drafted on the due date of their bill each month. Please note, however, that accounts which are currently past due should be brought current prior to enrolling in auto-payment as enrollment may not prevent disruption of services.

Further information can be found on the City's website at: <http://www.copperascovetx.gov/pio/uati>. Questions may be directed to Utilities Administration at (254) 547-8718 or by E-mail at [utilities@copperascovetx.gov](mailto:utilities@copperascovetx.gov). Due to increased call/email volumes, please allow up to 24 business hours to receive a response. The City of Copperas Cove continues to appreciate the patience of our citizens as we move closer to completing the billing transition process, thank you!

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