

FOR IMMEDIATE RELEASE

August 20, 2021



City of Copperas Cove

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Citizen Engagement and Priority Study (Update)

(Original: July 16, 2021)

Copperas Cove, Texas – A City of Copperas Cove Citizen Engagement and Priority Study will launch in mid-July 2021. The study will allow residents to offer feedback on various aspects of the community and City services. The results will be utilized to help strengthen future planning and budgetary decisions. Instructions for completing the online survey will be distributed to residents beginning July 17th through the City's monthly Utility Billing, as follows:

Billing Cycle 4 – July 17th

Billing Cycle 5 – July 20th

Billing Cycle 6 – July 24th

Billing Cycle 7 – July 28th

Billing Cycle 1 – August 5th

Billing Cycle 2 – August 9th

Billing Cycle 3 – August 12th

*The Billing Cycle Area Map may also be found here for reference:

https://www.copperascovetx.gov/files/utility_admin/water%20collection%20map.pdf

We encourage all residents who receive the survey notification to please take 5-10 minutes to complete the survey on-line. Confidentiality is an important part of this study and we want our residents to feel comfortable sharing information without concern, knowing their identity will not be tied to the results. Those wishing to complete a paper version of the survey may obtain a copy at the City of Copperas Cove Technology Center, located at 508 S. 2nd Street, Copperas Cove, Texas 76522; Please ask for Kevin Keller, Public Relations Director.

The City of Copperas Cove and Cobalt Community Research are working together on this study to keep your results confidential. Cobalt is a 501c3 nonprofit organization created to help governmental and nonprofit organizations measure, benchmark, and manage their efforts through high-quality, affordable research.

Questions or concerns may be directed to Kevin Keller, Public Relations Director, at kkeller@copperascovetx.gov or (254) 547-4221 x6243.

(Update: August 20, 2021):

Copperas Cove, Texas – We sincerely appreciate the time and effort of those residents who have already completed the City of Copperas Cove Citizen Engagement and Priority Study. Cobalt Community Research advised the response rate has been very successful thus far.

Two separate “wave” letters with instructions for completing the online survey are distributed to all utility customers during two monthly Billing Cycles. The first letter launched with Billing Cycle 4 on July 17th and ended with Billing Cycle 3 on August 13th; this letter provided a survey completion deadline of **August 19th**. The second letter, a reminder letter, was to have launched with Billing Cycle 4 on August 17th and end with Billing Cycle 3 on September 12th; this letter provides a survey completion deadline of **September 19th**. While we are still researching the situation, it has been brought to our attention that residents in Billing Cycles 4 and 5 have erroneously received the first “wave” letter a second time with a now past due completion deadline. **While we are working to correct the issue, the City wants to inform all residents that the FINAL due date for completion of the City of Copperas Cove Citizen Engagement and Priority Study is September 19th, so there is still plenty of time remaining.**

Residential Billing Cycle Dates for Second “Wave” Letter:

Billing Cycle 4 – August 17th

Billing Cycle 5 – August 20th

Billing Cycle 6 – August 24th

Billing Cycle 7 – August 28th

Billing Cycle 1 – September 5th

Billing Cycle 2 – September 9th

Billing Cycle 3 – September 12th

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