

**FOR IMMEDIATE RELEASE**

October 10, 2020



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City of Copperas Cove

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### **Utility Rates Error for Billing Cycle 1**

Copperas Cove, Texas – Utility bills were recently sent to customers in Billing Cycle 1 with rates which City Council adopted effective for services beginning in October 2020. The rates on these recent bills should have been based on the old rates, not the new rates in error. During the week of October 12-16, 2020, Utility Administration will cancel all Billing Cycle 1 bills and reissue with the correct rates applied. Please note this error in billing ONLY affects those customers residing in Area 1, as outlined and highlighted in yellow in the attached map. Our sincerest apologies for the inconvenience and confusion.

Questions or concerns may be directed to the Utility Administration Department by email at [utilities@copperascovetx.gov](mailto:utilities@copperascovetx.gov), by phone at (254) 547-8718, or in person at 914 S. Main Street, Suite A.

(See Attached Area Map)

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