

**FOR IMMEDIATE RELEASE**

October 20, 2020



City of Copperas Cove

Kevin Keller, Public Relations Director  
[kkeller@copperascovetx.gov](mailto:kkeller@copperascovetx.gov)  
Fax: (254) 542-8965

508 South 2<sup>nd</sup> Street  
Copperas Cove, Texas  
Phone: (254) 547-4221

**Utility Rates Error for Billing Cycle 1 (Update)**

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.

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**Tuesday, October 20, 2020: (Update)**

Copperas Cove, Texas – As stated in the initial media release, Billing Cycle 1 was inadvertently billed using the new rates which became effective on October 1, 2020, for services provided prior to that date. As a result, corrected bills for Cycle 1 were regenerated on October 14, 2020, and mailed to customers on October 16, 2020.

Slight date adjustments have been made to several other billing cycles, as follows:  
Billing Cycles 2 & 3 – bills were generated on October 15<sup>th</sup>, and mailed on October 16<sup>th</sup>  
Billing Cycle 4 – bills were generated on October 16<sup>th</sup>, and mailed on October 20<sup>th</sup>  
Billing Cycles 5, 6, & 7 – bills will be generated and mailed as regularly scheduled

Again, our sincerest apologies for the inconvenience and confusion. For those customers who may not know in which billing cycle they reside, a map is located for review on the City's website at the following link:

[https://www.copperascovetx.gov/files/utility\\_admin/water%20collection%20map.pdf](https://www.copperascovetx.gov/files/utility_admin/water%20collection%20map.pdf)

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