



November 2, 2021

Utility Administration Customer Online Payment Portal Change

Dear Valued Customers,

The City is excited to announce that the City will be transitioning to a new customer online payment portal hosted by Tyler Technologies (Incode) in the very near future. Although this transition is a bit fluid, additional definitive details, including the transition date, will be provided as soon as possible to keep our customers abreast of the changes. Please visit the City’s Utility Administration webpage at https://www.copperascovetx.gov/utility_administration/ for additional information and updates regarding this transition.

The reason behind this transition includes the City’s desire to provide our customers real-time account servicing, which will eliminate the time delay customers currently experience when making payments online through the City’s current provider, Watersmart. Another reason behind the change is to eliminate duplicate administrative work associated with the City’s current system, which will lead to enhanced efficiency and better customer service for our citizens. Although Watersmart has been an excellent partner and has significantly assisted the City in transitioning its Utility Administration Department back in-house, system configurations between the Watersmart Portal, the City’s current payment processor (Paymentus) and the City’s core Customer Information System or CIS (Incode through Tyler Technologies) are not optimal as necessary to ensure the provision of the best possible account servicing and customer service.

What these changes mean to our customers? Along with this transition, **customers will need to register their accounts on the new customer portal once it is activated.** Once registered, customers will be able to review their accounts, make payments and track usage, similar to the functionality of the City’s existing Watersmart customer portal. Please note that, although it will not be initially available, the City will activate the smart meter component of the portal as soon as possible, which will provide customers the ability to evaluate usage and track their personal usage. **Similarly, customers who currently have their utility billing account(s) enrolled in autopay will need to reestablish autopay in the new portal.**

We at the City Utility Administration Department appreciate your patience as this transition is completed and apologize in advance for any inconvenience that it may cause you. However, this transition has been deemed necessary to enhance customer service and optimize billing administration. Should you have any questions, concerns or issues, please contact us at 254-547-8718.

Sincerely,
Jo Ann Perez, Utility Administration Manager