

FOR IMMEDIATE RELEASE

December 20, 2021



City of Copperas Cove

Roxanne Flores-Achmad, Public Relations Specialist
rflores-achmad@copperascovetx.gov
Fax: (254) 542-8965

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

Utility Administration Customer Portal Transition

Copperas Cove, Texas – City of Copperas Cove Utility Administration has announced an upcoming customer portal transition. The City will be utilizing a new customer online payment portal and Interactive Voice Response (IVR) system hosted by Tyler Technologies as part of the City’s in-house Utility Administration services on January 20, 2022. Customers will need to re-register their accounts on the new customer portal on or after January 20, 2022 to utilize the online services. The primary reason behind this transition is 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.

Additionally, existing customers setup on autopay will need to reestablish autopay once the new portal is established. Please note that there may be a slight gap in portal availability between January 19 and January 20, 2022 during the switch over. We apologize in advance for this inconvenience.

Please refer to the attached notice, or the City’s Utility Administration webpage for more information at: https://www.copperascovetx.gov/utility_administration/.

Specific questions may be directed to Utility Administration at utilities@copperascovetx.gov or (254) 547-8718, or by visiting the office located at 305 S. Main Street, Copperas Cove.

(Notice Attached)

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December 10, 2021

Utility Administration Customer Online Payment Portal and IVR Change - UPDATE

Dear Valued Customers,

As an update to the City’s original communication of November 2, 2021, **the City will be utilizing a new customer online payment portal and Interactive Voice Response (IVR) system** hosted by Tyler Technologies (Incode) as part of the City’s in-house Utility Administration services on **January 20, 2022**. Please visit the City’s Utility Administration webpage at https://www.copperascovetx.gov/utility_administration/ for additional information about this change and the City’s Utility Administration department. The new website for account servicing on January 20, 2022 will be <https://www.municipalonlinepayments.com/copperascovetx> and the new IVR number will be 888-291-1870.

The primary reason behind this transition is 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. 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 the City’s current customer portal provider (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:

- **Customers will need to re-register their accounts on the new customer portal on or after January 20, 2022 to utilize the online services.** To register your account(s), customers will need a valid email, password, name and phone number. You will need your utility account number(s) to add to your profile. If you would like to establish auto-pay, your banking information is required. **Please note that there may be a slight gap in portal availability between January 19 and January 20, 2022 during the switch over.**
- **Customers who currently have their utility billing account(s) enrolled in auto-pay will need to re-establish autopay in the new portal.**
- Once registered on the new portal, customers will be able to review their accounts, make payments and track usage, similar to the functionality of the City’s existing 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 and track their detailed personal usage.

Please note that convenience and processing fees for online payments, payments made through the City’s call in IVR system and credit/debit card payments will change to reflect charges assessed by the City’s third-party payment processing vendors. Although not initially available, the City is working with its portal provider to make ACH/E-check available as a payment option in the future. As always, cash and check payments are accepted in person at the City’s Utility Administration department located at 305 S. Main Street, which are not subject to any additional fees. Checks and money orders can be placed in the drop box slot at Utility Administration and also be mailed to P.O. Box 1419, Copperas Cove, TX 76522-5419.

We at the City Utility Administration Department appreciate your patience as this change is implemented and apologize in advance for any inconvenience that it may cause you. However, this change 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