

Water meters are read digitally. Each cycle has 15 days from the Billing Date printed on the bill to pay the Total Due. If payment is not received before 8:00 a.m. on the 16th day a 5% penalty will be assessed. This 5%, which does not exceed \$5.00, is included in the Total Due presented on your bill.

Each cycle has 25 days from the Billing Date to pay the Total Due by the second due date including the 5% penalty. If payment is not received before 8:00 a.m. on the 26th day, a late charge of \$25.00 is assessed and the account is subject to disconnection.

Any previous balance is subject to disconnection. A \$75.00 unauthorized user fee may be charged for any tampering with city utilities owned or maintained by the City.

Methods of Payment:

Online: [WEBSITE](#) | 24 hours a day | check, credit or debit card

Phone: 1-844-685-6349 | 8:00am–5:00pm CST | check, credit or debit card

Mail: City of Copperas Cove Utility Administration, P.O. Box 52747, Phoenix, AZ 85072 | check or money order and include your bill stub

In person: Utility Administration located at 914 S. Main St., Suite A | 8:00am–4:30pm CST | cash, check, credit and debit card (VISA, MasterCard, or Discover), and money order

Automatic draft: [WEBSITE](#) or 1-844-685-6349 | 24 hours a day | Check and credit and debit card

All credit and debit card payments will be charged a 2.8% processing fee.

About Utility Administration

The Utility Administration Department, in partnership with FATHOM Global Water Management, is responsible for the billing and collection of water, sewer, drainage, and solid waste receivables in a timely and accurate manner. Our mission is to provide professional customer service at all times, and to provide accurate and timely services to the citizens of Copperas Cove for billing questions, concerns, connects, disconnects, and transfers.

Problems or concerns:

If you have any problems with your utility bill, please call the Utility Administration Department immediately. The following list of phone numbers will connect you to obtain assistance. Normal phone hours of the Utility Administration Department are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also e-mail your concerns to COPPERASCOVE.SUPPORT@GWFATHOM.COM.

Inquiries on your utility account: 1-844-685-6349

Emergency during normal work hours: 1-844-685-6349

Emergency after normal work hours: 1-254-547-8222