INTRODUCTION

A client since 1998, an Illinois municipality’s initial goal was to provide customers with a more convenient and more accessible water billing process, while cutting down on paper billing and mailing costs.

SOLUTION BENEFITS

- Existing database converted into electronic database
- Paper and mailing costs reduced
- Annual net savings of approximately $90,000 in postage alone
- More than 30,000 residents using the system
- Payments now allowed through credit card, debit card, and ACH/eCheck
- Support for client account management, partial payment, questions and custom reporting
- Automated solution for parking passes, busing and other services implemented

THE BLUEPAY SOLUTION

The BluePay team implemented a solution to facilitate a conversion process from paper billing to electronic billing, allowing customers to check their account balance and make payments online. The convenience of making payments online with credit cards, debit cards, or ACH/eCheck attracted more than 30,000 residents to use the monthly electronic billing option. With 40 percent of the residents using the program, the municipality saves in excess of $90,000 annually. Their BluePay solution was customized to allow partial payments, and provide detailed reports for residents, thus reducing the number of customer service calls.

In addition to automated water billing, BluePay created automated solutions for several of the municipality’s other billing procedures, providing residents with an electronic payment solution for parking passes, busing, and other community services.