Meeting Evolving Needs with TrueBill Utility Billing Solutions

The Elk Grove Water District has used TrueBill for over 12 years to manage its utility billing operations. TrueBill has served the District reliably through a wide range of environmental conditions and trends in billing and technology. The solution has kept the District's operations efficient while being continually updated with new functionality to ensure the solution is up to date with current technology.

About Elk Grove Water District

The Elk Grove Water District is located in the diverse city of Elk Grove, a suburb of Sacramento, CA. It provides up to 11.4 million gallons of water per day to a population of 47,000 that comprises over 13,000 residential and commercial accounts. The District is committed to providing safe, clean water and exceptional service to its customers.

"TruePoint Solutions has been a long term partner for us with their TrueBill Utility Billing solution. For 12 years and counting TrueBill has proved to be an important tool in our operations. Through that time, TruePoint has continued to enhance TrueBill to continue to meet our evolving needs."

— Elk Grove Water District

Situation

The Elk Grove Water District (EGWD) had been using an antiquated Windows-based billing system. While it originally served the District's basic needs, over time, it fell progressively further behind current needs and technology.

Challenges:

Convoluted & tedious processes
Legacy system allowed only single tasks to be performed at a time, rendering all other functions unavailable.

Little to no connectivity
Files had to be manually transferred to a CD to save or print, requiring excessive time to complete.

Infrequent functionality updates
Infrequent updates resulted in a system that couldn't keep up with existing or upcoming needs.

Insufficient access to support
Support for the existing software solution was in a different time zone, and availability was limited.

Antiquated system
An aging software solution that was far behind current technology and automation standards.

TrueBill
Utility Billing

Results

EGWD adopted the TrueBill Utility Billing solution in 2011. It is primarily used by its Customer Service Department for its billing processes, and the District has realized significant improvements, saving time and improving productivity.

Through the District's tenure using TrueBill, TruePoint Solutions has continued to augment the solution with additional features and functionality, ensuring ongoing efficiency. TrueBill's configurability and enhancements have allowed the District to make operational changes as needed and adopt additional services to create a better customer experience.

Improved Payment Options
TrueBill's flexibility gives customers a variety of payment options through TrueCIP, including online and recurring payments or Express Pay, which allows customers to pay online without creating an account.

Customer self-service
With TrueCIP, customers are empowered to set up their TrueBill account online, alleviating staff workload and time lag for account setup.

User-friendly system
Easy to use and easy to learn. TrueBill's Account Inquire feature gives users a view of full account information from a single screen.

Faster and improved bill generation and output
Account billing is performed in less time, and bills are produced seamlessly. Bills can be formatted with any look the agency wishes.

Improved visibility
Staff and customers can access and view account information quickly and easily. Call volume and late payments are reduced, and customer satisfaction is increased.

Solution

TrueBill Utility Billing is a scalable solution that can accommodate and provide maximum efficiency for agencies of any size. TrueBill, from TruePoint Solutions, is configurable. Its Account Inquire feature allows full account visibility from a single screen. It also includes user-friendly notifications and templated communications to reduce the manual effort required for most processes.

TrueBill features that the Elk Grove Water District currently uses include:
- Account Management
- Accounts Receivable
- Customer Billing
- Service Orders
- Water Meter Readings
- Service Order Management
- Customer Portal

TruePoint Solutions is known for its top-rated customer service and responsiveness, and provides solutions that address customer needs for both the present and future. As such, the TrueBill solution is consistently updated with new features and functionality to keep customers operating optimally.

About TruePoint Solutions

TruePoint Solutions is a software and services company, focused on technology solutions for local government agencies, water companies, and special districts. The company is recognized for its excellent service, expertise, and software solutions, and is proud to have earned the highest satisfaction ratings and unwavering loyalty from its clients.

Want more information?
Contact us today to learn how TrueBill can improve the efficiency in your operations.
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