

NDS Utility Company Improves Customer Service with InvoiceCloud

Greater Augusta Utility District (GAUD) faced increasing demand from customers for modern billing and payment solutions. While the District recognized the need for electronic billing and payment options, their existing solutions had limitations and lacked integration with Northern Data Systems' (NDS) EDIFICE Utility Billing software. This created inefficiencies and reduced their ability to streamline payment processes.

By partnering with NDS and InvoiceCloud (IC) to implement electronic billing and payment options, including autopay, the District not only met customer expectations but also achieved significant operational efficiencies. The integration with NDS' Utility Billing system was seamless, thanks to the exceptional support provided by both the IC and NDS teams.

Benefits of Implementing Invoice Cloud

- 1. High Adoption and Improved Cash Flow**
With a 46% adoption rate for paperless billing, GAUD's efforts to promote autopay and online payments have been highly successful. Autopay has also stabilized cash flow by ensuring timely payments and reducing late fees.
- 2. Cost and Time Savings**
The District has significantly reduced mailing and manual payment processing costs, freeing up staff to focus on higher-priority tasks.
- 3. Streamlined Operations**
Payments are now imported and posted directly to NDS, eliminating manual check processing. Features like phone payments and bill resending through the portal have further simplified workflows.
- 4. Enhanced Customer Satisfaction**
Customers appreciate the ease and variety of payment options, with ongoing positive feedback highlighting the system's convenience.
- 5. Unexpected Benefits**
The high volume of online transactions has reduced customer calls, allowing staff to allocate time more efficiently. While they miss hearing from customers, the convenience for both parties is undeniable.
- 6. Exceptional Support from NDS**
"As always NDS was incredible to work with and guided the District throughout the entire process," states Randi Taylor, GAUD Administrative Supervisor.

Challenge

Current Electronic Bill and Payment software had limitations and lacked integration.

Solution

Implement InvoiceCloud EBPP solution that can streamline payments, alleviate manual workloads and improve cashflow.

Impact

- Improved operational efficiencies with a seamless and secure integration with NDS' utility billing software.
- Improved cashflow with consistent customer payments.
- Improved customer experience with easy and flexible EBPP options.

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