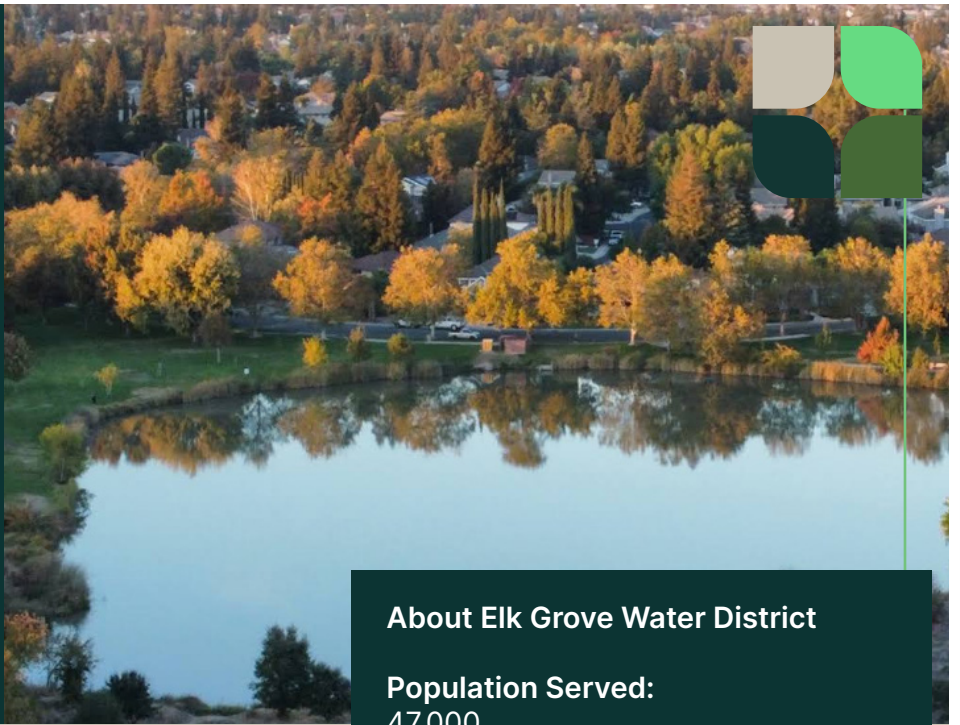


CASE STUDY
ELK GROVE WATER
DISTRICT

How the Elk Grove Water District is meeting evolving needs with TrueBill Utility Billing Solutions



“GovPath 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, GovPath has continued to enhance TrueBill to continue to meet our evolving needs.”

Elk Grove Water District, CA

Challenge

The Elk Grove Water District (EGWD) 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. 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.

About Elk Grove Water District

Population Served:
47,000

Location:
Elk Grove, CA is a suburb south of Sacramento, CA

Website:
www.egwd.org

Challenges:

- Convoluted and tedious processes
- Little to no connectivity
- Infrequent functionality updates
- Insufficient access to support
- Antiquated system

Solutions:

- Improved payment options
- Customer self-service
- User-friendly system
- Faster, improved bill generation and output
- Improved visibility

Products Used:
TrueBill Utility Billing

Solution

TrueBill Utility Billing is a configurable and scalable solution that can accommodate and provide maximum efficiency for agencies of any size. TrueBill is consistently updated with new features and functionality to keep customers operating optimally. The 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

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.

About GovPath

At GovPath, we help state and local agencies modernize operations, unify systems, and improve public access so your team can focus on serving the community, not fighting software. We support more than systems – we support the people behind them with integrated services and technology, that remove barriers. We are your trusted partner with your existing government technology or implementation of new systems.

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