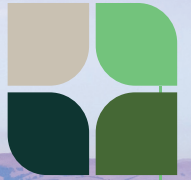# How Redwood City, CA maximized efficiency with TrueBill Utility Billing solution

"TrueBill has helped us perform our regular tasks like reading review and billing in just a couple hours where previously they would have taken several days. Our productivity, effectiveness, and accuracy have been significantly improved since implementing TrueBill."

City of Redwood City, CA
Public Works Superintendent, Water Utilities

About Redwood City, CA

Population:
80,000

Location:
The Bay Area of California, 25 miles south of San Francisco in the heart of the Silicon Valley.

Website:
www.redwoodcity.org

Challenges:
- Excessive manual review and data entry
- Lack of transparency
- Limited reporting capabilities
- Additional staff requirements

Solutions:
- Reduced manual processing
- Streamlined, all access workspaces
- Flexible and configurable solution
- Advanced reporting capability

Products Used:
TrueBill Utility Billing

Challenge

The City was using Rocket Universe Database Management System, a decades old, in-house developed solution to manage the myriad of tasks required by the Revenue Services and Public Works Departments. Over time, the limitations of the software presented several challenges that impacted the City's ability to serve its growing community.

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Solution

Redwood City sought a solution to improve its operations and efficiency, while retaining scalability to accommodate future growth and additional needs. Service, support, ease-of-use, streamlined workflows, transparency, and ready access to information were high priorities in its selection process.

TrueBill is a user-friendly solution that receives top marks from customers for its configurability, flexibility, and ability to improve processes, transparency, tracking, and integration between systems to eliminate redundant tasks and manual data entry.

TrueBill features that Redwood City currently uses include:
• Customer Billing
• Accounts Receivable
• Debt Management
• Service Orders
• Meter Management
• Backflow Prevention
• Water Allocations and Use Tiers

Results

Redwood City transitioned to TrueBill to enhance efficiency, improve productivity, and serve its citizens better. TrueBill transformed Redwood City's redundant and manual tasks that accounted for several days' work at a time to automated, streamlined processes. Since implementing the TrueBill solution, Redwood City has seen immediate benefits in several critical areas of their operations. TrueBill's billing and account management capabilities are used by the City's Revenue Services Department for water, sewer, and refuse billing, and the Public Works Department uses it for meter reading processes and to manage backflow prevention device testing.

The design and configurability of TrueBill allows Redwood City the ability to implement additional components, new features, and upgrades to the system as the City grows and requirements change.

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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