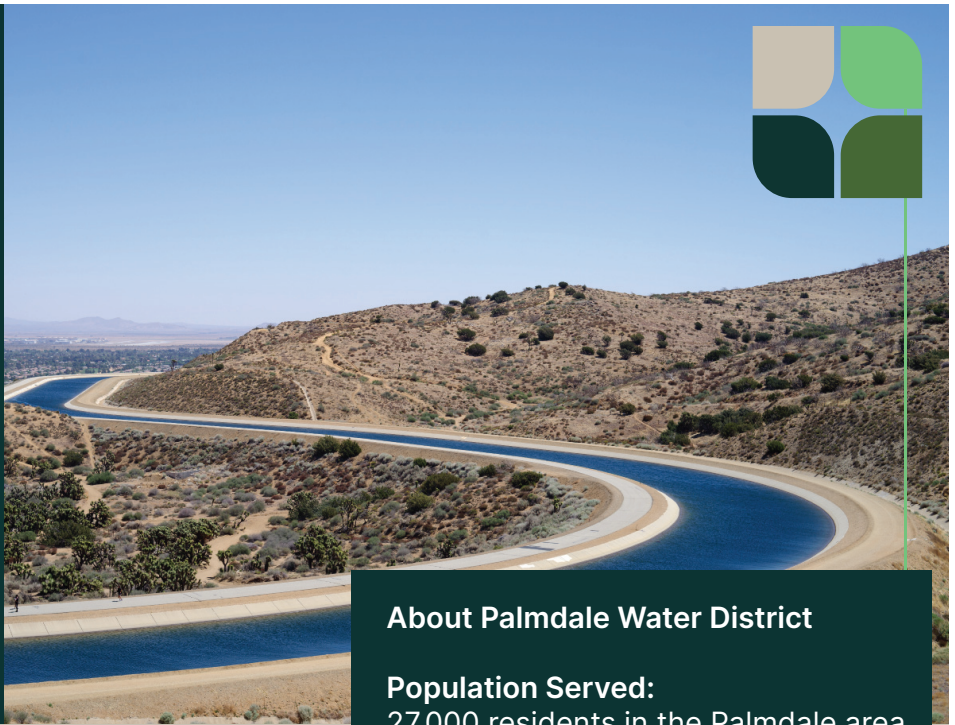


CASE STUDY
PALMDALE WATER DISTRICT

How the Palmdale Water District manages its water budget billing with TrueBill Utility Billing Solution



“Budget-based water billing is the future here in California along with water conservation or now known as water-use efficiency and with the help of GovPath, we are ahead of the curve and have become a leading agency in implementation. GovPath has provided solutions to our complex billing and operational needs.”

*Palmdale Water District
Finance Manager/CFO*

Challenge

The legacy billing system used by the Palmdale Water District had become outdated over time and proved insufficient to keep up with the District's needs. The system couldn't provide timely access to data and the budget-based billing calculation fell short of full accuracy. At the same time, the State of California law AB 1668 was enacted, mandating water suppliers adopt long-term standards for the efficient use of water, as provided and performance measures for commercial, industrial, and institutional water use.

About Palmdale Water District

Population Served:
27,000 residents in the Palmdale area

Location:
Located in the City of Palmdale, CA, northeast of Los Angeles

Website:
www.palmdalewater.org

Challenges:

- Lack of transparency
- Unreliable calculations and data
- Inefficient processes
- Billing frequency

Solutions:

- Water budget accuracy
- Streamlined bill processing
- Better user experience
- Reliable data

Products Used:
TrueBill Utility Billing

Solution

The TrueBill Utility Billing solution provides leading edge functionality to optimize billing, water management, and associated processes. It also calculates customer water budgets using site-specific models, for predictive, projected, and expected use scenarios. TrueBill automates the tasks that have historically been performed manually, and improves productivity, data access, calculations, billing, and more.

TrueBill features leveraged by the Palmdale Water District include:

- Customer Billing
- Accounts Receivable
- Account Deposits
- Debt Management
- Service Orders
- Central Cash Management
- Meter Management
- Water Allocation and Use Tiers



Results

TrueBill's advanced billing tools allowed the Palmdale Water District to automate its water budget calculation process by considering several factors such as house size, indoor/outdoor allocation, square footage and historical usage. In addition, the system includes a direct integration with CIMIS weather to provide automatic evapotranspiration and weather history.

By fully automating the water budget calculation process, the District has recognized significant reductions in bill production processing times and improved confidence in bill output and interactions with the customers it serves.

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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