

Bona Vista Water District Improves Productivity with Superior Payment Technology

In the first 6 months,
Bona Vista Water District saw:

74%



Electronic
payment
adoption

63%



Increase in
paperless
enrollment

\$1,500



Saved in print
& mail
expenses

20%



Decrease in
payment calls

Bona Vista Water District was growing at a rapid pace and struggling with a high rate of in-person and mailed-in payments. The district was looking to replace their current electronic bill presentment and payment (EBPP) platform in favor of a solution that could easily integrate with their existing billing software while offering a user-friendly solution for customers of all ages. After selecting InvoiceCloud as its EBPP solution, Bona Vista was able to:

- Transform payments with engaging, user-friendly digital solutions to maximize collections efficiencies
- Provide a better user experience with more detailed insights into customer preferences
- Deliver continuously secure and up-to-date technology with the power of SaaS

"InvoiceCloud solved our greatest collections challenges by enhancing the user experience for both customers and staff. Payment related calls dropped 20% in just 6 months, leading to increased employee morale and the ability to focus on other high priority projects we had been unable to get to."



Marci Doolan

Bona Vista Water District,
Office Manager

The Challenge

As Bona Vista continued to grow at a rate higher than the state average, the district was forced to employ additional customer service staff to field the increased payment-related visits and calls at the end of the month (when bills are due) and mid-month (when the district was preparing to execute shutoffs due to non-payment). Besides the increasingly overwhelming call and walk-in volumes, other challenges for the district included:

- Limited reporting functionality on enrollment rates for automatic payments or paperless billing
- An outdated user experience on both the front and backend
- Inability to scale on their existing hosted EBPP platform, leading to frequent technical difficulties
- Increased manual work due to the system's inability to process automatic deposits
- Data security and compliance concerns

The Solution

Excited by the prospect of transforming collection processes for staff and enhancing the payment experience for customers, Bona Vista felt choosing InvoiceCloud as its EBPP provider was an easy decision. InvoiceCloud was able to offer Bona Vista everything they were looking for in a solution including:

- Expansive, omni-channel payment offerings, including pay-by-text
- Giving customers quick access to statements and payment options without login information
- SaaS technology that would reduce server issues and keep the payment solution continuously updated
- More robust reporting functionality for a detailed view of AutoPay and paperless enrollments

The Results

Since implementing Invoice Cloud, Bona Vista Water District has seen a number of improvements including:

- **Increased online payments and higher e-adoption rates** thanks to expanded payment options and a user-friendly billing platform
- **Decreased payment-related call volumes**
- **Reduced print and mail costs** with increase in paperless enrollment
- **Enhanced user experience** reducing staff and customer frustration
- **Improved operational efficiencies** with a seamless and secure integration with their existing billing software



About Bona Vista Water District

Based in Utah, Bona Vista Water began in 1956 as a special service district. It serves the cities of Farr West, Marriott-Slaterville, Harrisville, Plain City, and a small portion of West Haven City. The District serves roughly 9,000 accounts and actively remains compliant with the Utah Division of Drinking Water's requirements.

About InvoiceCloud

InvoiceCloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentation and Payment solutions. To learn more, visit invoicecloud.com

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