



## Water Billing Services that Let You Focus on the Customer

Managing billing and IT issues can be demanding and time-consuming, distracting you from your core business. CustomerAssist's water billing services for utilities and municipalities eliminates the hassle of back-end billing and IT hosting, letting you focus on what you do best: serving the customer.

Through managed services, you can tap into ready-made infrastructures and take advantage of new technologies without having to develop or invest in them yourself. And with our experience, robust software and scaling, we can deliver the best value for your organization and pass on significant cost savings to your customers.

### Eight Reasons to Use Managed Services for Your Water Billing

#### 1. Focus on your Core Business

Improving and maintaining quality customer service is one of your topmost priorities. CustomerAssist frees you and your team to focus on auditing, analyzing and delivering higher value-added services.

#### 2. Eliminate the Hassle Factor

Put an end to the headache of validation processes, exception management, and even printing and stuffing.

#### 3. Leverage a State-of-the Art CIS

CustomerAssist has partnered with an enterprise class CIS vendor (over 200 utility deployments) on an application service provider (ASP) basis. This means that even the smallest municipalities have access to the same cutting edge technologies as the bigger utilities, with none of the risk.

#### 4. Reduce IT Risks

With technology in a constant state of flux, leave the heavy lifting associated with CIS management, upgrades and maintenance to us.

#### 5. Reduce Costs

CustomerAssist offers tailored back-office services for a fraction of running your own billing department. Plus, outsourcing results in significantly lower IT and deployment costs.

#### 6. Enhance Customer Service

Our professional customer service staff become an extension of your department by following your processes and using custom scripts to your specifications.

#### 7. Guarantee Quality Service

Our implementation team deploys standardized business processes with the appropriate checks and balances, achieving a service level in which 99.9% of bills go out on time and accurately.

#### 8. Tap into Industry Expertise

From rate design to bill design, our billing team's years of experience position us to deliver expert industry advice and relevant solutions.

## > Flexible Solutions to Meet Your Needs

CustomerAssist offers a complete range of back-office support, from full turnkey services to hosted-only IT solutions. Each solution is customized to meet your needs, and we can offer as much or as little support as you require. CustomerAssist delivers billing solutions for water, sewer, storm sewer and any other miscellaneous billings.



**Billing**



**Call Center**



**Collections**



**Hosting**



**Cash Processing**



**Enrollment**



**Back-Up Contingency**



**Meter Reading**

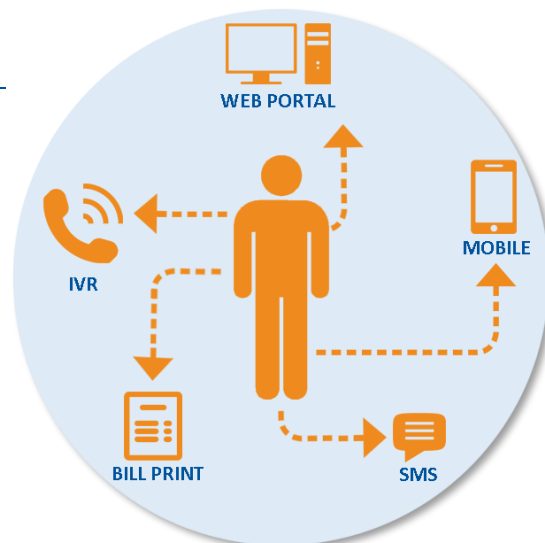


**Bill Printing**

## > Give Your Customers Choice

CustomerAssist offers a suite of powerful customer service tools that provide customers with 24/7 access to their billing information. By leveraging our customer web portal, and mobile, social media and IVR applications, customers can perform transactions when it is convenient for them:

- ▶ Pay and print bills
- ▶ Review bill, payment, consumption and meter reading history
- ▶ Submit meter readings
- ▶ Enter move-in/out requests and service requests



## > About Us

CustomerAssist is offered by Util-Assist, is a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences—transforming how utilities operate and deliver value to their customers.

With professional services and managed services for electric, water, and gas, utilities rely on us to help them drive digital innovation that reshapes the utility landscape.

### Contact Us

 1-855-263-2898

 [info@util-assist.com](mailto:info@util-assist.com)

 [www.util-assist.com](http://www.util-assist.com)

 Util-Assist

 Util-Assist Inc.