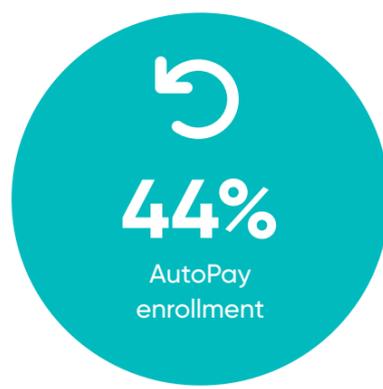
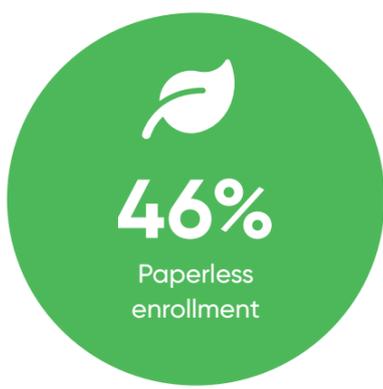
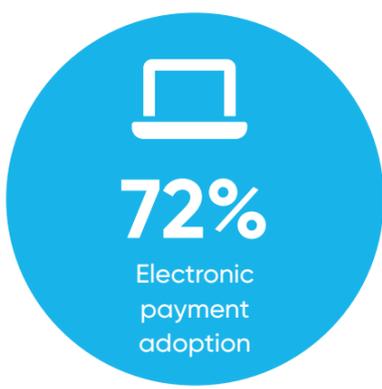


Delivering a Customer-Friendly Payment Experience Drives Real Results for Mount Pleasant Waterworks

Increasing customer satisfaction starts with removing friction from your most frequent customer engagement point – billing and payments. Providing a user-friendly experience that lets customers pay how and where they want simplifies the payment process, while growing enrollment in self-service options. Increasing these cost-saving behaviors frees up staff time to work on more impactful projects leading to improved business efficiencies.

Mount Pleasant Waterworks saves 15 hours a week with an engaging, customer-centric digital payment solution

After switching to the frictionless user experience of InvoiceCloud's digital engagement and payment solution, Mount Pleasant Waterworks drove real cost-saving behaviors.



Increasing digital adoption, paperless enrollment, and AutoPay sign-ups delivered meaningful business outcomes.

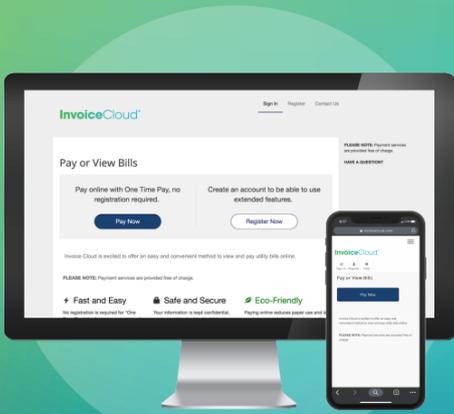


15 hours a week saved
in payment-related workload



20% decrease
in shutoff notifications

Source: Based on InvoiceCloud client data, and data collected by Mount Pleasant Waterworks in 2023 and provided to InvoiceCloud.



"InvoiceCloud's user-friendly solution improved customer engagement, making payments more convenient. As a result, we've seen a rise in digital adoption and self-service rates enabling us to scale back lobby hours, and focus on other priorities like our low-income Customer Care program."

– Kelly Rourk, Customer Service Process and Data Analyst
Mount Pleasant Waterworks



To see Mount Pleasant Waterworks full results with Invoice Cloud, [download the case study](#).

Ready to learn how InvoiceCloud can help you improve customer satisfaction with a superior digital billing and payment experience that can save you time and money?
[Contact InvoiceCloud Here](#)