

New Port Richey Increases Customer Satisfaction and Staff Efficiencies with Seamless, Best-of-Breed Digital Payment Solution

In year 1 with InvoiceCloud, New Port Richey achieved:



65%

Overall electronic payment adoption



119%

Increase in paperless adoption



50%

Decrease in call volume



25 Hours

A month saved in manual workload



\$60K

Saved with convenience fee model

The City of New Port Richey's utility billing department, serving a population of 16,500, was struggling with high call volumes that were time-consuming for staff and frustrating for customers that couldn't get through to make payments. Looking to overcome these obstacles, the city began searching for a best-of-breed solution that would streamline payments while providing a better customer experience.

After discovering InvoiceCloud and switching to the frictionless, user-friendly experience of their digital engagement and payment solution, New Port Richey has seen several benefits, including:

- Decreased call volume with a customer-focused digital payment experience
- Increased self-service and paperless adoption with engaging convenient payment options
- Improved payment efficiencies giving staff more time to focus on critical collections needs
- Reduced costs moving to a convenience-fee model while continuing to grow digital adoption
- A real-time seamless integration with their core CIS

Source: Based on InvoiceCloud client data, and data collected by New Port Richey in 2024, and provided to InvoiceCloud.

"Changing to a solution that specializes in payments reduced calls helping staff spend more time on critical customer needs, while providing the flexibility to take payments, even if other systems are down. We were also able to switch to a convenience fee without decreasing digital adoption, in fact it grew!"



Jeff Olds

City of New Port Richey
Billing & Collection Supervisor

The Challenge

New Port Richey's previous digital payment solution lacked the user-friendly experience needed to provide a smooth, seamless process for both customers and staff. The cumbersome payment process caused high call volumes, frustrating customers and increasing manual workload. Other challenges included:

- Low self-service rates and digital adoption due to a cumbersome payment experience
- High costs associated with paper bills and absorbed fee transactions
- Time-consuming reconciliations process
- Inability to collect payments any time core CIS was down
- Increased security risk with manual input of AutoPay information

The Results

After a fully supported implementation with the InvoiceCloud team, New Port Richey immediately began to see the benefits of their purpose-built, digital engagement and payment solution, including:

- **Reduced call volume 50%** with customer-friendly digital payments and IVR
- **Increased customer and employee satisfaction** with an intuitive payment experience
- Improved efficiencies, **saving 25 hours** a month to focus on critical customer needs
- **Saved \$60K** moving to a convenience fee model while achieving 65% digital payment adoption
- **Expanded service offerings** to 6K waste accounts for a convenient, unified payment experience for utility and waste bills

The Solution

New Port Richey opted for a best-of-breed payment solution that seamlessly integrated with their CIS to streamline payments and improve customer satisfaction. Providing a user-friendly digital experience for making payments or enrolling in self-service options would automate manual processes, while freeing up staff resources for other needs. They chose InvoiceCloud's platform as it provided everything they needed to:

- Grow self-service rates with an intuitive, customer-focused digital payment experience
- Maintain uninterrupted revenue flow with a true SaaS payment platform, unaffected by CIS outages
- Decrease call volumes and eliminate wait times with fully automated pay-by-phone system (IVR)
- Increase AutoPay enrollment and alleviate security burden with seamless digital registration in payment route
- Successfully launch their solution with dedicated support and customer marketing resources



About The City of New Port Richey

The New Port Richey Billing and Collections Department manages billing for the utility and solid waste services for a population of more than 16,000 residents.

About InvoiceCloud

InvoiceCloud® is the leading provider of online bill payment services. Founded in 2009, the company has grown to be one of the leading disruptors in the cloud-based electronic bill presentment and payment (EBPP) space.

InvoiceCloud®