

Case Study

San Jose Water Streamlines Payments for Customers and Staff with Modernized Digital Solution



THE CHALLENGE

San Jose Water's existing billing system wasn't meeting customer expectations for more user-friendly payment options — there were too many manual steps. They needed to upgrade to a billing and payment solution that would seamlessly integrate with their core CIS, improve the customer experience, and lighten the load for customer service staff.

THE SOLUTION

After researching options and getting strong recommendations from subsidiaries, San Jose Water went with InvoiceCloud because of the high adoption of self-service, ease of use, and multiple payment options across devices. Plus, InvoiceCloud integrated smoothly with their core CIS and provided thorough implementation support with ongoing expert help. San Jose Water now offers a top-notch digital solution that delivers:

- A personalized experience for every customer, on any device
- Flexible payment options like digital wallets, text, and IVR
- Easy self-service options

“We now offer customers everything they want, all in one place, making payments easier than ever. As a result, we've seen fewer late payments along with increased self-service, which is great news for revenue flows to our organization and customer satisfaction.”



Sharon Whaley
San Jose Water
Director of Customer Service

About San Jose Water

Founded in 1866, San Jose Water is a regulated private utility, and is one of the largest and most technically sophisticated urban water systems in the United States. The company serves over one million people in the greater San Jose metropolitan area, comprising approximately 140 square miles.

THE RESULTS

After just 9 months, San Jose Water achieved:

76%



Digital payment adoption rate

56%

Paperless adoption rate



44%



Increase in autopay enrollments

35%

Reduction in late payments

