

# North Kootenai Increases Customer Satisfaction by Providing a Seamless Solution

## THE CHALLENGE

North Kootenai Water & Sewer District was in search of a customer-friendly, easy-to-use, one-size-fits-all payment experience with dependable autopay functionality to increase customer satisfaction. In addition, the new solution needed:

- A real-time integration with their core CIS solution
- To reduce customer call volumes and customer support incidents
- A responsive and dedicated support team

## THE SOLUTION

North Kootenai selected InvoiceCloud for its user-friendly platform, flexible payment options, and enhanced customer experience. With a proven track record, expert support throughout the onboarding process, and robust customer marketing resources, InvoiceCloud was the ideal choice. North Kootenai now enjoys:

- Significantly reduced call volumes and improved staff experience
- A seamless real-time integration with Impresa for payments, autopay signups, paperless signups, and ebills
- Responsive and helpful customer support with an assigned Customer Success Manager

In addition, North Kootenai's landlord and management company residents can easily view and pay all accounts in one centralized bill.

## THE RESULTS

Within just 10 months, North Kootenai Water & Sewer District achieved:

**99%**   
increase in  
paperless enrollment

**\$9k**   
annual savings on  
print and mail costs

**50%**   
online payment adoption  
(and growing!)

“With InvoiceCloud, everything has been great with no problems to speak of. Our phones used to ring all the time with customer issues, but now the call volumes are next to nothing. The real-time integration with Impresa is seamless and we are happy with our decision.”



NORTH KOOTENAI  
WATER & SEWER DISTRICT

**Robin Potts**

North Kootenai Water & Sewer District  
Sr. Customer Service Specialist

## ABOUT NORTH KOOTENAI WATER & SEWER DISTRICT

Located in North Idaho, North Kootenai Water and Sewer District serves over 13,000 residents throughout Kootenai County.