

Case Study

Rowland Water District Enables More Self-Service Payments and Increases Customer Satisfaction

THE CHALLENGE

Rowland Water District, located in Southeastern Los Angeles County, was in search of a new billing and payments platform to integrate with its existing CIS to allow for real-time billing and payment data to be viewed by its customers and staff.

THE SOLUTION

After a thorough selection process, Rowland Water District chose InvoiceCloud as their billing and payments platform due to:

- InvoiceCloud's modern, intuitive, and user-friendly design, driving an increase in self-service payments.
- Flexible payment options, including digital wallets, text, and IVR.
- Intelligent reminders to minimize late payments.
- Seamless integration with their existing CIS.

THE RESULTS

Since switching from their previous payments provider, Rowland Water achieved impressive results and:

72%



Increased self-service adoption

256%



Increased paperless enrollment

13%



Reduced customer service payment-related calls

\$39k



Saved a year in print & mail costs

“We needed a payments and customer communications partner that could support a real-time integration with our accounting software and provide our customers with a modern and seamless, user-friendly payment experience. InvoiceCloud achieved both objectives, and we are very happy with the results.”



Myra Malner
Director of Finance
Rowland Water District

ABOUT ROWLAND WATER DISTRICT

Rowland Water District encompasses 17.2 square miles in Southeastern Los Angeles County, providing potable and recycled water for approximately 55,000 people through 13,500 service connections.