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East Providence Water Utilities Division Decreases Aging Accounts Receivable With Support From inHANCE's Impresa CIS

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East Providence Water Utilities Division: Providing Quality Water Since 1958

Established in 1958, East Providence Water Utilities Division operates as a section of the City's Department of Public Works and provides water to the 49,000 residents living in the area of East Providence, Rhode Island. Managing over 200 miles of water mains and 15,000 water meters, the Water Utilities Division strives to provide its customers with the highest quality drinking water at the flow and pressure necessary to protect public health and support economic development. The Water Division performs all operations with the well being of its customers in mind.



How East Providence Water Utilities Division Transformed Collections with Monthly Billing

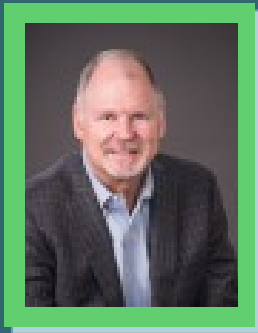
Confronted with aging receivable accounts and rising delinquency rates, the East Providence Water Utilities Division sought a solution to reduce the money owed for the services they deliver. After analyzing industry best practices, the Water Utilities Division made the decision to move from quarterly to monthly billing in effort to collect a consistent cash flow.



Innovative Transformation

In an endeavor to redirect employee effort from collections to customer service, East Providence Water committed to the change in their bill frequency.

The basis of the bill changes were made in the Impresa CIS, which was easily configured to support the required rate and schedule changes.



“Our Impresa Customer Information and Billing System was pertinent to the success of our decision for change. Given the straightforwardness of the solution, we were able to make all required modifications on our own using the guidance of the vendor. The simplicity of the Impresa system continues to smoothly support any required rate adjustments, providing us a solution that can grow with our evolving needs.”

Jim Marvel, Superintendent

Cornerstone to collections was the integration of Impresa to the Invoice Cloud web portal solution, through which online payments made by customers are rapidly reflected in the Impresa Customer Information System.

The Changes

The most evident impact of the change was the decrease in delinquent accounts realized by providing smaller bills on a more frequent basis. When comparing past due payments on monthly to quarterly schedules, the Water Utilities division was able to decrease total outstanding 120 day balances by average of 70%, with balances dropping from as high as \$3M to \$1M.



In addition to addressing accounts receivable, the change also helped:

Identify Leaks: With nearly 65% of all meters being analog meters that do not provide leak reports, billing on a monthly schedule allowed leaks to be caught quicker than on quarterly.

Stabilize Revenue: Revenue is now received every month, instead of every three.

Reduce Impact of High Bills: The cost of a customer's consumption is now distributed over smaller monthly payments, instead of one large quarterly payment.

Empowering East Providence Water: Unleashing Potential with Intuitive Software Solutions from inHANCE

Through the use of our intuitive software solutions, the East Providence Water Utilities Division was able to leverage their existing investment on their Impresa solution and integration to support the strategic direction of their business. inHANCE has proven solutions to tackle whatever complex utility billing challenge you face.

If you wish to discuss how our solutions can support your business needs, contact our accounts team today:



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About inHANCE Utilities Solutions

With 45 years of experience in the water utility market & over 350 clients, inHANCE has proven solutions to tackle whatever complex utility billing challenge you face. Designed specifically for water utilities, our utility billing solutions help you organize your customer data and provide valuable insights at your fingertips. Each customer's critical information will be where your support team needs it, keeping operations flowing from one customer service call to the next. And our reporting software will allow you to analyze business operations, increasing efficiency and streamlining operations. You'll know what your team is working on, what customers need attention, and what you can do to provide the best possible customer experience. When you're looking for dependable, cost-effective, practical utility billing software, you can trust inHANCE solutions because inHANCE helps utilities serve their communities.



Ready to learn how Impresa and FieldHawk can streamline your operations and save your time and money?

Get in touch with our Sales Team today.



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