



# inHANCE

Utility Billing and  
Management Software





Introducing BillMaster, a robust and secure software solution tailored for managing utility billing. This versatile software is specifically crafted for water, sewer, electric, and gas services. Its primary focus is on adaptability, simplifying complex rate structures, optimizing business processes, and enabling the creation of personalized reports.

## ***Seamless Customer Interaction and Enhanced Efficiency with BillMaster***

Effortlessly send email invoices to utility customers upon their request. Additionally, you have the option to publish statements on a secure, all-in-one website. Here, customers can conveniently access their current and past bills, make payments, and submit service requests to your dedicated customer support team. This includes setting up recurring ACH



and credit card payments. Customize your billing statements and invoices to align perfectly with your preferences. Choose from a wide range of options to incorporate usage graphs, charts, and notes. Elevate your customer communication by targeting messages to specific clientele. If you run an efficiency program, easily insert alerts or reminders for high-usage customers. Achieve operational efficiency and cost reduction with BillMaster's integrated solution for outsourced printing, preparation, and mailing. This encompasses statements, newsletters, and various forms.

Streamline your processes seamlessly with the comprehensive capabilities of BillMaster.

## **BillMaster Customer Service Tools**

### **Utility Customer Relationship Management**

BillMaster offers easy account management for any volume. Save limitless notes on address, deposit, etc. Retrieve info instantly from anywhere.

### **Extensive Search Capabilities**

Find what you're looking for quickly and easily with BillMaster's extensive search and retrieval capabilities. Over 130 data fields used for search keys.

### **Archive Billing Statements & Forms**

All previous bills and notices sent to customers may be instantly reviewed, emailed or printed by CSRs. You see exactly what your customer sees!

### **BillMaster Mobile™ – Integrated Service Orders**

BillMaster Mobile is a budget-friendly app replacing paper-based field work orders. It streamlines work distribution, automates meter tasks, and offers GPS features for navigation and device tracking.

### **Integrated Credit Risk Management**

Assess credit risk of new applicants seamlessly in BillMaster. No need for multiple logins or data re-entry. BillMaster conducts quick credit checks, evaluates risk, and confirms payment history.

## **BillMaster Webshare – Utility Bill Payment Services Online Customer Portal for Utility Bill Customers**

WebShare is BillMaster's customer portal, allowing secure logins for customers to check account status, make payments (credit cards/E-checks), and access multiple accounts. It offers historical statements, consumption data, and real-time payment feedback. Customers can opt for email bills and update personal info. WebShare aligns with your site's branding. Customer Service Representatives manage access through a console.

**Schedule Your Demo Today.**

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