



10 Ways VIP Utility Billing Will Improve Your Billing Experience

Managing utility billing can feel like a never-ending game of catch-up—manual processes, incorrect bills, late payments, confused customers, and rising regulatory pressures. But it doesn't have to be that way. VIP Utility Billing transforms how local governments and small-to-mid-size utilities operate by automating, simplifying, and securing every aspect of the billing process. Here are ten real-world ways VIP Utility Billing helps you work smarter, serve your community better, and reclaim time for the tasks that matter most.



#1: Reduce Billing Errors with Automation

Manual entry is the #1 culprit of billing mistakes. VIP Utility Billing automates meter reads, calculations, and validations. With smart billing tools like high/low alerts, rate history drill-downs, and scheduled rate changes, you can spot anomalies early and apply changes securely using approval workflows. The result is fewer disputes, fewer write-offs, and more confidence in your billing accuracy.



*reduction in
billing errors*



*Billing time
reduced from 2
days to 3 hours*

#2: Save Time (and Sanity) with Workflows

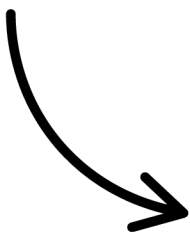
VIP Utility Billing enables secure adjustments with approval workflows. This automates repetitive steps. Deposit tracking automates applications to final bills and simplifies refunds. Work orders can be created from the office or the field, accelerating service delivery. This way, your team spends less time clicking buttons and more time solving problems.

#3: Give Customers Self-Service

Modern customers expect 24/7 account access. Customers can manage their accounts anytime through VIP's PCI-compliant Web Portal. They can view bills, make payments, and receive alerts via email or text—all in a user-friendly experience.



*increase in digital
self-service adoption*

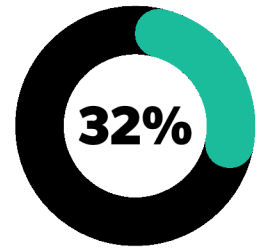


#4: Offer More Ways to Pay

VIP supports online, phone, text-to-pay, and autopay options, improving accessibility and reducing late payments. Budget billing and flexible payment arrangements further support financial stability for your customers. That means fewer late payments and fewer shutoffs.

#5: Catch Problems Before They're Complaints

VIP's abnormal usage alerts let you catch unusually high or low bills before customers do. Combined with backflow management tracking and meter maintenance history, your team is always a step ahead.



reduction in call center volumes



30% reduction in overdue accounts

#6: Improve Collections Without Aggressive Tactics

Automated reminders, late fee applications, and flexible payment arrangements simplify collections. For landlords, track all related accounts—active or inactive—and communicate more effectively with tailored messages. This will get more done than hounding residents repeatedly.

#7: Connect Billing with Your Other Systems

With seamless GIS integration and ESRI Workforce support, VIP enables you to dispatch mobile work orders, reduce double entry, and track inventory. Integration with a variety of metering systems ensures compatibility with your current infrastructure.



Strong audit trails and internal controls

#8: Stay Compliant Without Losing Sleep

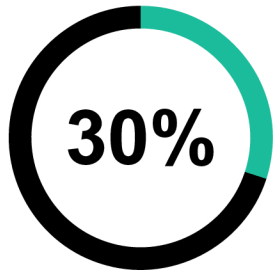
VIP Utility Billing enforces audit trails, supports secure adjustments, and manages rate and billing histories, helping you stay compliant with evolving standards. General billing features also cover non-utility services, expanding your billing capabilities.

#9: Scale Easily as You Grow

Whether you manage water, electric, sewer, or any combination, VIP handles unlimited flat-rate or metered services, customizable intervals, and multi-location billing. This allows scaling alongside your community's needs.



*of projects met their
ROI expectations*



*increase in customer
satisfaction*

#10: Serve Your Community Better

VIP's customizable dashboards, alerts, and communication tools let you tailor the customer experience. Add comments to bills, track inactive accounts, and manage service requests—building trust and delivering better service.



If your utility billing process feels clunky, chaotic, or outdated, it's time for a change. VIP Utility Billing was built for public sector teams like yours—smart, resourceful, and ready to serve your communities better.

Want to see how it could work for your organization? Let's talk.