Selectron
VOICE · WEB · MOBILE
A Convey Company

CASE STUDY
Vancouver, WA utility



CLIENT
Vancouver, WA utility

USE CASE
Billing & payments

SOLUTION
RelayWeb

From payment bottlenecks to customer self-service

THE CHALLENGE

Serving more than 75,000 customers, the utility was spending valuable staff time managing payment processes that customers increasingly expected to handle themselves.

Recurring payments were particularly labor-intensive. Staff manually entered and stored recurring payment card information, creating a time-consuming process while adding unnecessary exposure around sensitive payment data.

At the same time, the utility's existing web solution gave customers limited ways to manage their accounts. Something as simple as managing a payment could mean picking up the phone or making a trip in person.

The challenges continued in the field. When an account became delinquent, disconnecting service could require two separate trips: one to deliver a final courtesy notice and another to complete the shut-off.

The agency needed a way to put more payment control in customers' hands while helping staff resolve payment issues faster.

THE APPROACH

The agency partnered with **Selectron, a Convey company,** to expand its existing web portal with payment capabilities designed around both customer self-service and staff efficiency.

The solution included:

- **Expanded payment self-service** with customer profiles, stored payment methods and recurring payments
- **PCI-DSS compliant Managed Services Environment** for secure payment data
- **Mobile-enabled field payments** so service agents can collect payments directly on-site
- **Automated recurring billing** to reduce manual data entry
- **More self-service options** to help customers manage payments without calling or visiting the agency

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More ways to pay.
Fewer reasons to call.

OUTCOMES

With Relay Web, the utility changed what happens when a customer needs to make or manage a payment. Customers can take care of more payment needs themselves, while service agents can collect payments directly in the field when an account falls behind. Instead of making a second trip to disconnect service, agents can accept payment on-site and resolve the issue immediately.

The result is a payment experience that gives customers more control while giving staff valuable time back.

> "The piece of the web solution that has been most beneficial to our agency has been the recurring payments feature. Our customers are always wanting more. I feel that Selectron [now a Convey Company] can help us get to those next stages."
>
> Amy Sorensen
> UTILITIES ADMINISTRATION MANAGER

KEY BENEFITS

75,000+
customers served on the platform

3 hrs/day
staff time saved with enhanced self-service

PCI-DSS
compliant hosting for secure payment data

Fewer truck rolls
Agents take payment in the field instead of a return site visit

More payments
Field agents take payment on-site, preventing shut-offs

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