



Water Budget Billing with TrueBill Utility Billing Solution

The Palmdale Water District, facing recurring years of drought and state mandates, set out to identify and adopt a solution to support initiatives to handle its water management, conservation, and distribution. TrueBill from TruePoint Solutions was adopted for its ability to expertly support water budget billing and calculations, and significantly enhance efficiency in its water management and billing.

About Palmdale Water District

Located east of Los Angeles, Palmdale Water District has been providing high quality water to nearly 27,000 residents since 1918.

A leader in conservation, Palmdale prides themselves on great customer service, advocating for local water issues that help residents, and educating the community on water conservation. With their forward thinking approach to customer service and conservation, Palmdale is a leader in researching and implementing emerging technologies that increase operational efficiency.

"Budget-based water billing is the future here in California along with water conservation or now known as water-use efficiency and with the help of TruePoint, we are ahead of the curve and have become a leading agency in implementation. The name "TruePoint Solutions" is very true! You have provided solutions to our complex billing and operational needs."

— Michael Williams,
Finance Manager/CFO
Palmdale Water District

Situation

The legacy billing system used by the Palmdale Water District had become outdated over time and proved insufficient to keep up with the District's needs. The system couldn't provide timely access to data and the budget-based billing calculation fell short of full accuracy. At the same time, the State of California law AB 1668 was enacted, mandating water suppliers adopt long-term standards for the efficient use of water, as provided, and performance measures for commercial, industrial, and institutional water use.

Challenges:



Lack of transparency

Data was not accessible in real-time, causing delays in tracking and the ability to provide information, as needed.



Unreliable calculations and data

Water budget billing calculations were not fully accurate. Meter reading review was also vulnerable to error, and commonly missed exceptions.



Inefficient processes

In light of recurring drought years, the State of California mandated water suppliers to adopt enhanced efficiency standards.



Billing frequency

Billing was highly time intensive, and more time consuming because the District needed to bill by route.

Results

TrueBill's advanced billing tools allowed the Palmdale Water District to automate its water budget calculation process by considering several factors such as house size, indoor/outdoor allocation, square footage and historical usage. In addition, the system includes a direct integration with CIMIS weather to provide automatic evapotranspiration and weather history.

By fully automating the water budget calculation process, the District has recognized significant reductions in bill production processing times and improved confidence in bill output and interactions with the customers it serves.



Water budget accuracy

Fully automated water budget calculations ensure accuracy and eliminate the risk of human error.



Streamlined bill processing

Bills can be processed in a fraction of the time, allowing the District to run monthly billing by Route Group instead of Route - reducing bill runs to 21% of previous requirements



Better user experience

Staff can access all of their most commonly used screens from a single window.



Reliable data

No need to manually verify meter readings, bills, or calculations with TrueBill's workflows and automated processes.



Solution

TrueBill from TruePoint Solutions provides leading edge functionality to optimize billing, water management, and associated processes. It also calculates customer water budgets using site-specific models, for predictive, projected, and expected use scenarios. TrueBill automates the tasks that have historically been performed manually, and improves productivity, data access, calculations, billing, and more.

TrueBill features leveraged by the Palmdale Water District include:

- Customer Billing
- Accounts Receivable
- Account Deposits
- Debt Management
- Service Orders
- Central Cash Management
- Meter Management
- Water Allocation and Use Tiers
- Water Budget Calculations and Billing

About TruePoint Solutions

TruePoint Solutions is a software and services company, focused on technology solutions for local government agencies, water agencies, and special districts. The company is recognized for its excellent service, expertise, software solutions. It operates with a firm commitment to provide the highest level of solutions and services to its customers and is proud to have earned the highest satisfaction ratings and unwavering loyalty from its clients.

Want more information?

Contact us today to learn how TrueBill can improve the efficiency in your operations.
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