



## Maximized Efficiency with TrueBill Utility Billing Solution

**Redwood City has transitioned to a new billing and water management solution to enhance efficiency, improve productivity, and serve its citizens better. TrueBill from TruePoint Solutions transformed Redwood City's redundant and manual tasks that accounted for several days' work at a time to automated, streamlined processes.**

### About Redwood City

Redwood City is a safe, upscale community of 85,000 located in the heart of Silicon Valley. The Public Works Department provides water, sewer, refuse, and backflow services to over 24,000 locations including residential, commercial, industrial, and municipal customers. In addition, its Revenue Services Department is responsible for providing customers with effective billing and payment services based on these utilities.

***"TrueBill has helped us perform our regular tasks like reading review and billing in just a couple hours where previously they would have taken several days. Our productivity, effectiveness, and accuracy have been significantly improved since implementing TrueBill."***

*— Justin Chapel*

*Public Works Superintendent, Water  
Utilities*

### Situation

The City was using Rocket Universe Database Management System, a decades old, in-house developed solution to manage the myriad of tasks required by the Revenue Services and Public Works Departments. Over time, the limitations of the software presented several challenges that impacted the City's ability to serve its growing community.

### Challenges:



#### **Excessive manual review and data entry**

Routine processes such as meter reading, reading review, and billing required excessive time and effort to complete



#### **Lack of transparency**

Inability to track and quickly view real-time data for customer accounts



#### **Limited reporting capabilities**

Inability to create or update reports without additional coding from development staff



#### **Additional staff requirements**

Software maintenance, updates, and configuration changes required dedicated IT staff to perform

## Results

Since implementing the TrueBill solution, Redwood City has seen immediate benefits in several critical areas of their operations. TrueBill's billing and account management capabilities are used by the City's Revenue Services Department for water, sewer, and refuse billing, and the Public Works Department uses it for meter reading processes and to manage backflow prevention device testing.

The design and configurability of TrueBill allows Redwood City the ability to implement additional components, new features, and upgrades to the system as the City grows and requirements change.



### Reduced manual processes

Substantial reduction in processing times and manual verification for meter reading review and bill production



### Streamlined, all access workspaces

Ability to access and review critical account details from a single screen, improving customer service



### Flexible and configurable

Flexible configuration allows administrators to make updates quickly, as needed



### Advanced reporting capability

Native and advanced reporting capabilities, allowing users to edit queries and generate their own reports quickly



## Solution

Redwood City sought a solution to improve its operations and efficiency, while retaining scalability to accommodate future growth and additional needs. Service, support, ease-of-use, streamlined workflows, transparency, and ready access to information were high priorities in its selection process.

TrueBill is a user-friendly solution that receives top marks from customers for its configurability, flexibility, and ability to improve processes, transparency, tracking, and integration between systems to eliminate redundant tasks and manual data entry.

TrueBill features that Redwood City currently uses include:

- Customer Billing
- Accounts Receivable
- Debt Management
- Service Orders
- Meter Management
- Backflow Prevention
- Water Allocations and Use Tiers

## About TruePoint Solutions

TruePoint Solutions is a software and services company, focused on technology solutions for local government agencies, water companies, and special districts. The company is recognized for its excellent service, expertise, software solutions, and is proud to have earned the highest satisfaction ratings and unwaivering 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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