



## TrueCIP

Customer Information Portal  
for Utility Billing

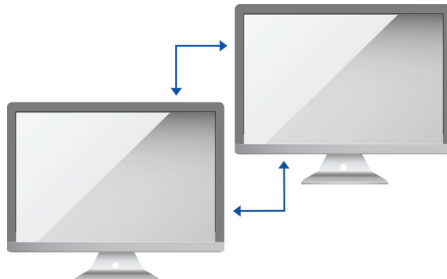
### Empower Customers. Improve Productivity.

Empower your customers with 24/7 self-service from anywhere and any device with a secure internet connection.

TrueCIP (Customer Information Portal) allows your customers to access all of their own account information, such as current balance, recent payments, current bill and billing history, as well as create requests, and make payments, freeing up significant time for your staff to perform the other duties of their job. As your productivity improves, so does your response time, on-time payments, and customer satisfaction.



Access Anywhere



Seamless Integration



Flexible & Configurable

## Improve Customer Satisfaction. Reduce Call Volume.

### Quick, easy access for customers

User-friendly TrueCIP allows your customers to take care of the tasks that have historically required a call. Customers can pay bills, view balances, access payment status and billing history, start or stop service, and more - all online! Customers can even view their current and historical water usage to see how well their conservation efforts are going.

With TrueCIP, call volume is significantly reduced, improving productivity and alleviating workloads on staff. And your customers' experience, satisfaction, and confidence are dramatically improved.

### Account balance and more

Customers can view the up-to-the-minute balance and status of their account on demand, 24/7, from any device, including mobile phones, tablets, and laptops, with a secure internet connection and modern browser. TrueCIP gives your customers a full view of all of their accounts from a convenient dashboard. Information is color-coded to create an even easier at-a-glance view of their accounts, including due dates, consumption, balance due, payment status, as well as current and past statements.

### Easy, flexible payment options

Your customers can make secure, PCI compliant, one-time payments or easily schedule recurring payments seamlessly within TrueCIP, reducing the rate of late and missed payments. And they'll have a smooth and seamless experience with no clunky or confusing transitions, regardless of the method of payment.

### Want to learn more about TrueCIP?

Contact us at [info@truepointsolutions.com](mailto:info@truepointsolutions.com) to find out how TrueCIP can empower your customers to self-serve for the tasks and questions that would otherwise require a call.

### About TruePoint Solutions

TruePoint Solutions is a software and services company, focused exclusively on information technology solutions for local government agencies, water companies, and special districts. The TruePoint Solutions team holds decades of work experience with local government, designing, building, implementing, and supporting complex government applications. This depth of experience has given the TruePoint team keen insight into the needs of the industry. Learn more at [www.truepointsolutions.com](http://www.truepointsolutions.com).

# TrueBill

Utility Billing

TrueBill provides all of your CIS/Utility Billing processes in a configurable, browser-based solution to simplify work, automate and streamline workflows, improve productivity, and boost citizen satisfaction.

TrueBill takes you beyond the basics - its advanced functionality optimizes your billing and associated processes.

TrueBill automates and simplifies your tasks, improves transparency and productivity, and your citizens' satisfaction is better than ever. It's flexible and configurable to accommodate your requirements, allowing you to work within your parameters and improve your processes.

TrueBill's Notification Companion provides agencies with automated communications with customers, further streamlining processes, and saving tedious manual tasks.

TrueBill can be deployed in the cloud with your own hosting, our hosting, or on premises, as best meets your agency's operations.

The screenshot displays the TruePoint Solutions TrueCIP web interface. At the top, there's a navigation bar with the TruePoint Solutions logo, a welcome message, and links for 'Home' and 'Logout'. Below this, a dropdown menu shows the address '1395 35th Avenue' and the name 'Shepard, Jack' with an account number '3003523-03'. The main section is titled '\$ Balances' and contains a table with the following data:

\$ Balances	
Current Bill	\$122.78
Due Date	Past Due
<a href="#">View Current Bill</a>	
Account Balance	\$147.78
Account is Past Due. Please submit payment to avoid service interruption.	
Total (All Accounts)	\$147.78

At the bottom of the table, there is a blue button labeled 'Make a Payment'.

