



Paya partnership smooths billing flow for utility district and its customers

## OVERVIEW

Crab Orchard Utility District, a water utility serving eastern Cumberland County, Tennessee, has partnered with Paya for several years. The utility relies on Paya to process electronic payments and handle paper billing. Since its first water meter readings in September 1967, Crab Orchard has grown to more than 400 miles of water lines, \$14.5 million of assets, and more than 9,000 customers. Through its partnership with Paya, Crab Orchard Utility District has been able to offer its customers flexible payment options and has reduced its customers' costs.

“Being a utility, whatever we save, saves our customers money, too.”

- Everett Bolin  
General Manager  
Crab Orchard Utility District

## THE CHALLENGE

Crab Orchard Utility District's mission is to provide safe, reliable drinking water to residents in its service area at the lowest possible cost while meeting strict federal and state regulations. Inefficient processes that require use of additional staff resources end up costing the utility, and those extra expenses are inevitably passed along to customers. Historically, manual billing had taken up a lot of office time and resulted in greater costs. Crab Orchard sought a way to improve its customer service while keeping costs low, in accord with its mission.

## THE SOLUTION

Crab Orchard chose Paya to provide a simple, secure payment processing solution that makes it easy for customers to pay their water bills. With Paya, utility customers can pay online or by phone with credit cards, set up automatic payments, or receive paper bills in the mail. Paya handles electronic payments, issues and collects paper bill payments, and delivers customer service. Crab Orchard Utility District's partnership with Paya offers peace of mind to both their employees and customers.

## THE RESULTS

Paya's payment solution saves time and money for Crab Orchard. Before converting the majority of their customers to electronic bill payment options, the utility had to devote three clerks just to open envelopes and collect checks around each billing due date. Although some customers still prefer manual billing, the utility now only needs one part-time staff member to handle that task. "Paya saves us a lot of time and postage. Being a utility, whatever we save, saves our customers money, too," said Everett Bolin, general manager of Crab Orchard Utility District. Because a significant number of the utility's customers opt for electronic payments, Crab Orchard Utility District also is receiving funds faster, with more payments on time.



We have happier customers. They're happy with our payment solution, and we're happy with it.

– Everett Bolin

General Manager, Crab Orchard Utility District

~1.0  
Full-time employee  
equivalent saved each month

\$100K+  
Amount of utility payments  
processed each month

1.5+  
Estimated tons of paper saved  
per year since converting to  
electronic payments



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Miamisburg, OH, Mt. Vernon, OH, Dallas, TX and Tempe, AZ.