



Driving Paperless Adoption

IREA



Intermountain Rural Electric Association (IREA) is one of the largest and fastest-growing electric distribution cooperatives in the United States, located in and around the greater Denver Metro/Colorado Springs area that includes a 5,000-square-mile service territory.

CLIENT CHALLENGE

IREA needed to reduce costs and improve the customer experience by moving customers onto a paperless billing process.

The utility also wanted to reduce Days Sales Outstanding (DSO) and improve the cash flow cycle.

DOXIM'S EBILL AND ONE-CLICK PAYMENT SOLUTION

Doxim introduced an eBill option, which enabled the utility to send its customers a PDF bill, attached to an email.

The PDF also included a convenient one-click payment option.

Examples of IREA's improved bill with one-click payment option:

IREA

Your IREA eBill is ready!

Data Scenario 2 LivePayment
Account Number ending in: 1790

Pay TOTAL Amount Due

Total Amount Due: \$2.01

Pay from mobile

Bank Account / Electronic Check

Routing Number: 074014035
Account Number: *2022
Confirm Account Number: *2022
Account Type: Checking Save Payment Details

Account Number	Past Due Amount	Total Amount Due	Total Amount Due Date	Payment Amount
95451790	0.00	2.01	04/30/2020	2.01

Submit

Pay with card

This option will redirect you to the Speedpay Service site to pay with a debit or credit card on any device.



RESULTS

Reduced costs

As a result of moving 81,781 customers to paperless billing, IREA has saved a total of \$2,874,614 to date.

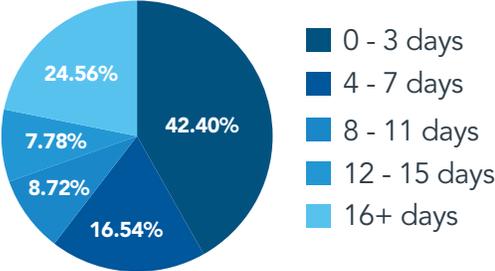
Driving eBill Adoption

Over the first 5 years, IREA's paperless adoption increased from 14% - 30% of total customer base. A massive 49.5% of IREA customers are now paperless against an industry norm of 25-30%.

Improving DSO

After launching the Doxim eBill with one click payment solution, 37% of the customers given the option to pay using the one-click solution used it within the first 3 days of receiving the bill.

eBill customers are paying much faster



Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions. Learn more at www.doxim.com.