

Authority Utility

Allowing Municipal Utilities to improve revenue, enhance customer service, and work more efficiently



Why use Authority Utility?

Authority Utility is packed with features that matter for utility organizations like yours. Leveraging Civica's 25+ years of utility experience, analysis of trends, and extensive client feedback. Authority Utility is built for the challenges of today and the opportunities of tomorrow. Authority Utility makes it easier than ever to create bills and collect money. Advanced, multi-layered proofing tools improve the accuracy of your bills, while our flexible printing options help you get the right information to your customers. You can enter their payments quickly through the system or use our interfaces to further automate the process with web payments, lockboxes, or direct debit. Customer information is maintained, as they move between accounts, allowing you to improve collections and to provide better service. You will be able to quickly answer inquiries by viewing complete details of how the customer's bill is calculated. Pop-up notes and a full contact log keep the entire office up to date.

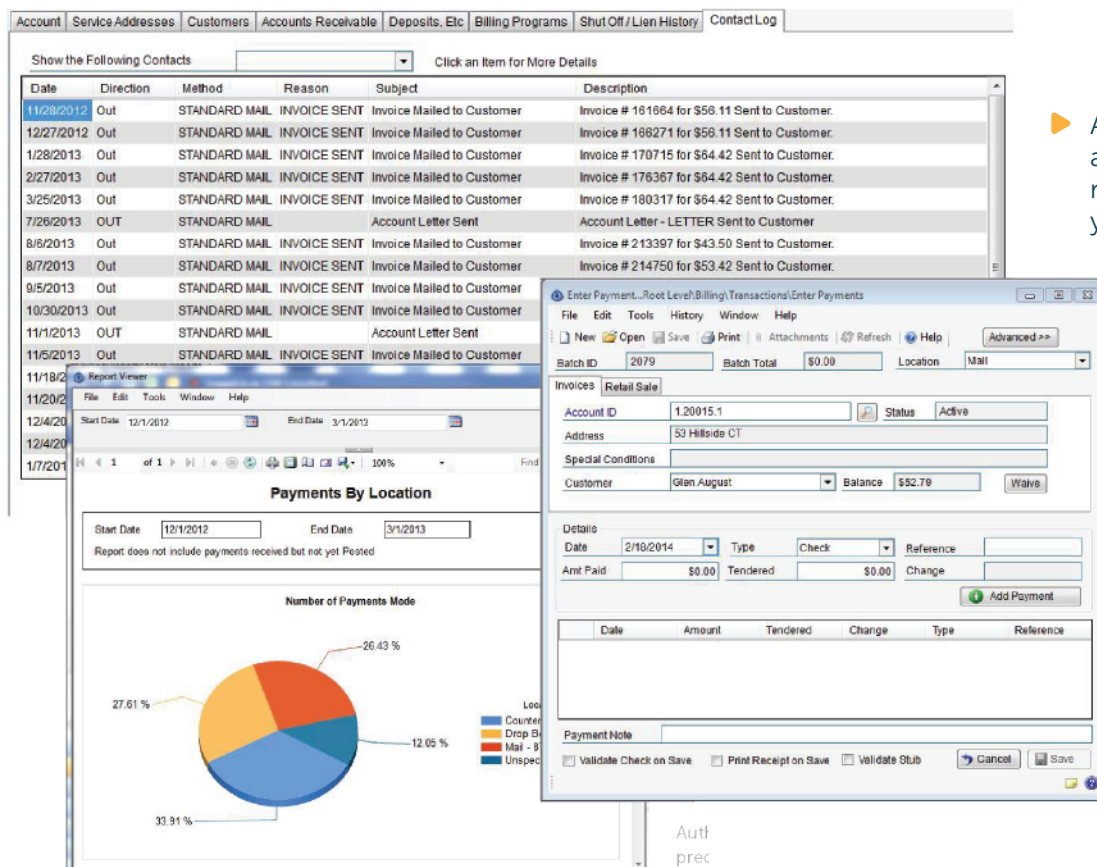
Core benefits:

- ▶ Integrated online payment options provides your citizens with the ability to view their account information and make online payments
- ▶ On-screen proofing grids allow you to see the patterns and trends of your citizens' utility consumption
- ▶ During implementation, Authority Utility is configured to fit your business processes, service provided, and integrations with third party applications

"Authority Utility is a very user-friendly solution that does exactly what we want, and the metrics we get with regards to utility billing is very good."

Mike Reynolds
Billing Supervisor, City of Ravenna

Features of Authority Utility



- ▶ Authority Utility comes with a full suite of predefined reports for every level of your operation

Utility Made Easy

With rapid changes in meter technology, it is vital to have a billing system that can keep pace. Authority Utility allows you to easily interface with you Automated Meter Reading System, find and correct reading issues, and track other key meter information. When working in the field is required, the Service Order System supports traditional or real-time work order management and allows for employee, time, and material-use tracking.

Measure Results

To measure your results, Authority Utility includes comprehensive reporting for all levels of the organization. Transactional Reports allow for the proofing and validation of data, while Management Reports provide charts and graphs that allow you to analyze trends and to track your progress