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Unsure if their organization could make the move from staffed payment centers in both busy city centers and rural outlying locations, this utilities provider tried DivDat payment kiosks with a pilot program, to start.

This midwestern utilities company is a leading provider of electric and natural gas services in two vastly different midwestern states. One heavily populated with major metropolitan city centers, the other sparsely populated and abundantly agrarian. Unsure if their organization could make the move from staffed payment centers in both busy city centers and rural outlying locations, this utilities provider tried DivDat payment kiosks with a pilot program, to start.

What began as a test ended in demonstrable success. Beginning with a pilot program of just two kiosks, DivDat worked with the midwestern utilities company to select two of its eight payment centers that served diverse demographics. From positive

user feedback, to reduced lines waiting to pay, to increased collections, the results were undeniable – offering residents more options to pay positively impacted payees' timeliness and propensity to pay, nearly doubling normal collections volumes without additional pursuit.

Soon, the midwestern utilities company expanded the placement of DivDat kiosks to all eight of their payment centers, and offered DivDat bill pay kiosks for utilities bills at third party retail locations across both states. Expanding outside of their owned service centers meant greater reach and 24/7/365 access for residents, as convenience store lobbies were open when their service centers were not. Adding to the convenience, because DivDat's payment kiosks are operated as a managed service, all cash collection, cash handling, software, and hardware updates and upgrades are managed by DivDat, with no intervention needed from the billing customer.

In short order, this midwestern utilities company issued an edict to close all payment centers' cashiering stations, and deployed its former cashiering team to valuable customer service roles instead. DivDat's bill pay kiosks continue to collect electric and natural gas bill payments from residents in busy urban centers and rural outpost locations when and how its most convenient for them to pay. For this midwestern utilities company, the results speak for themselves.

DivDat acts as a bridge between water and taxing authorities, the court system, and utility companies and a large segment of their customer base challenged with making monthly payments on time. DivDat empowers underserved customers, many with no internet access, with the tools to pay in their homes, on their phones, or in their neighborhoods, by the payment method of their choosing, and most importantly, with dignity.