



UTILITIES

Simplify the dizzying array of utility billing processes that consume endless hours of your agency's time.

WHAT IS THE PROBLEM?

Local utilities play a vital role in any community, from connecting services to resolving thousands of customer problems to processing millions of dollars of transactions. Yet all too often, the software that runs these utilities is old, hard-to-use and inefficient. What results is customers spending too long on hold, lost revenue and frustrated citizens who just want to pay their utility bill as easily as they can purchase something on Amazon.

Inconsistent service, billing errors, and lack of easily accessible information drive customer complaints.

Cumbersome and disparate back-office architecture reduces transparency, disrupts services, and slows business.

Inability to adapt to a changing market leads to losses in revenue, competitive advantage, and system reliability.

WHAT IS THE SOLUTION?

CentralSquare Utility Billing helps utilities power performance, maximize profits, and deliver premier service by automating and managing every aspect of the customer lifecycle. Empowered with flexibility and customization, utilities scale up or down as needed to serve communities of any size, from just a few thousand customers to many thousands and growing.

AUTOMATED

Full-suite application automates complex transactions, from service connection and billing to meter reading and field work

TAILORED

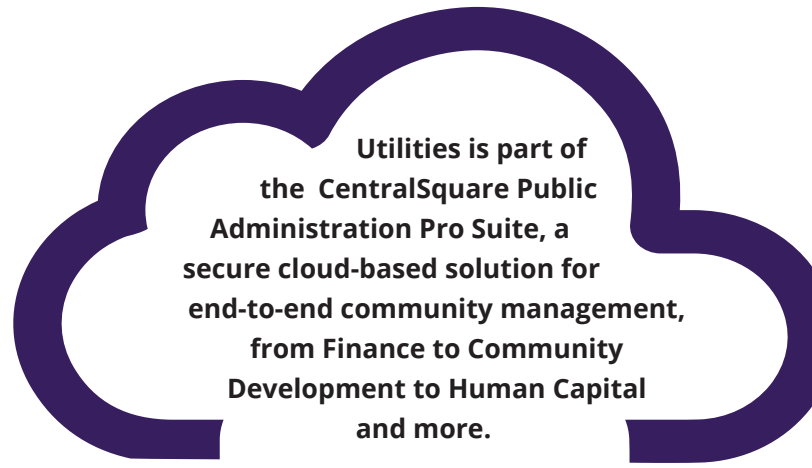
Customer-centric architecture facilitates engagement, improving service delivery, information sharing, and data intelligence

CONNECTED

Interfaces with multiple platforms, including land management, finance, and maintenance management systems

CUSTOMER GAINS

Local utilities have the flexibility to adapt to whatever market conditions emerge. Advanced, centralized functionality of an open item A/R, budget billing, seasonal averaging, and payment plans among others, provides agencies with the tools they need to meet GFOA RFP requirements. As a result, they realize lasting improvement to financial performance, accuracy and accountability, and customer service, transforming their ability to deliver value and market innovation to their residents.



FLEXIBILITY

Delivers customizable setup options tailored to meet unique business needs

PRECISION

Determines the A/R position of individual charges at any point in time

EFFICIENCY

Automates billing processes, reduces mailing errors, and drives productivity

WHO WE ARE

CentralSquare Technologies is an industry leader in public safety and public administration software, serving over 7,500 organizations from the largest metropolitan city to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer aided dispatch, records management, mobile, and jail.

For public administration agencies, CentralSquare provides software for finance, community development, human capital management, utility billing, citizen engagement, asset management, property tax and municipal services. It also provides healthcare management software for hospitals and clinicians. CentralSquare's broad, unified and agile software suite serves 3 in 4 citizens across North America. More information is available at www.centuralsquare.com.

7,500
AGENCY CUSTOMERS

3 IN 4
CITIZENS ACROSS
NORTH AMERICA

35 YEARS
IN PUBLIC SECTOR
SOFTWARE



Our mission is to create the broadest, smartest, and most agile software platform to help public service agencies build safer and smarter communities.

911 | Asset Management | CAD | Citizen Engagement | Community Development | Finance | Human Capital Management | Jail | Mobile | Municipal Services | Property Tax | Records | Utilities

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