

East Rio Hondo Water Supply Co

Transforming Customer Experiences with a Customer-Centric Billing and Payments Solution

Located in Cameron County, TX, six miles from the U.S./Mexico border, East Rio Hondo Water Supply Corporation provides potable water service to rural areas of the county. Their system covers over 400 square miles with more than 9,000 water meters.

Achieving First-in-Class Customer Service

As part of East Rio Hondo Water Supply Corporation's mission to deliver first-in-class customer service, they selected Payment Service Network by InvoiceCloud (PSN) to elevate their billing and payment experience.

East Rio Hondo has been more than satisfied with the transformation in their back-office processes and the dedicated, one-on-one support from PSN's customer service team. Some of the benefits they've seen include:

- Improved **single daily deposit** reconciliation process, freeing up staff time and simplifying audits
- Unmatched customer service and support from their **dedicated account manager**
- Increased **self-service adoption** through an integrated customer-centric payment experience
- Accessible communication of updates with customers through PSN's **Marketing Resource Center**
- Decreased print and mail costs with higher **paperless enrollment**
- Real-time, **seamless integration** with their core billing software

Upgrade Your Back Office

Our core value to billers is how we transform your back office. A single daily deposit of your payments from all sources saves you time and resources. Smooth integration with all your other vendors and data sources eliminates headaches. And by diverting billing-related calls to our professional contact center staff, your team has more time for high-value customer interactions.



75%
adoption

In just a few short years, **75%*** of East Rio Hondo Water Supply Corporation customers are using PSN's wide range of electronic payment services, with over **1,800** opting into paperless billing.

"Our Service Account Manager, Rich, is always available when we need him. He is reliable and has gone above and beyond for us so many times. It would be very difficult to replicate that experience anywhere else."

- East Rio Hondo Water Supply Co
Business Manager

*Based on PSN client data, and data collected by East Rio Hondo in 2023 and provided to PSN.

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