

Edgefield County Water & Sewer Authority

Transforming customer experiences with
a frictionless customer-centric digital billing
and payments solution.

The Edgefield County Water & Sewer Authority was created as a Special Purpose District to acquire fresh water for industrial and domestic purposes. Their service area comprises Edgefield County and a small area in the Southwestern corner of Aiken County in South Carolina. The Authority receives no direct funds from taxes. Its operations are funded entirely by water and sewer revenues.

Achieving Back-Office Efficiency

The Authority sought technology partners to improve efficiency and facilitate more customer payment options to respond to population growth in its service area. Among the core considerations were reducing office visits and offering digital payment channels.

After switching to the frictionless customer experience and back-office efficiencies of PSN, Edgefield has seen several benefits, including:

- Seamless integration with **Ampstun**, their core billing software
- **Decreased in-office foot traffic** for payment and service changes
- Higher customer satisfaction with convenient **digital payment options**
- Reduced print and mail costs with higher **paperless enrollment**
- Improved **operational efficiencies** giving staff more time to focus on other high-value priorities

Upgrade Your Back Office

Our core value to billers is how we transform your back office. Consolidated daily deposits from multiple payment 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.



50%* of Edgefield County
Water & Sewer Authority
customers are using PSN's wide
range of digital services to review
bills and make payments.

"PSN has worked out great for us. It saves us a lot of time, effort, and our customers are happy. The reporting and reconciliation has been very easy to use and learn over the years."

**- Edgefield County Water
& Sewer Authority**

*Based on PSN client data, and data collected by Edgefield Country Water & Sewer Authority in 2023 and provided to PSN.

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