

General Manager Report



Customer Payment Portal

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CUSTOMER PAYMENT PORTAL

The new SPRWS online billing and payment portal went live on January 21st 2025





Billing Ecosystem

Over \$145
Million/Year



97,000 Accounts

90,000 Billed Quarterly

4,400 Billed Monthly

2,500 Billed Annually

100 As Needed

**420,000
Bills/Year**

IMPLEMENTATION PLAN

PHASE I

- Payment types

Digital Wallets
Various Credit/Debit Cards
Bank Accounts

- Payment Channels

Phone, Tablet, Desktop
Bank
IVR
In Store
Text/email

- Payment Methods

One-Time Payment
Scheduled Payment
Multiple Accounts Payment



- Waterworks Donation Program

Customer Enrollment

- One-Time Donations

Donations without a Bill

- Equalized Payment Plan

PHASE II

SCHEDULED PAYMENT ENROLLMENT

Not on Scheduled Payment

77%

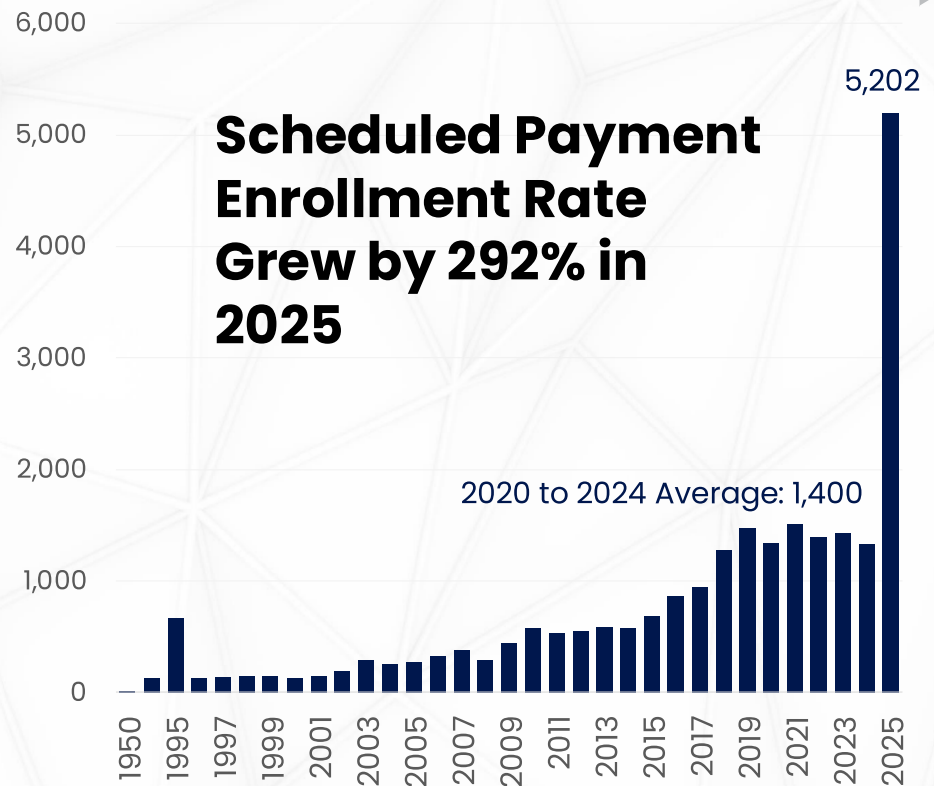
74,528 Accounts

Scheduled Payment

23%

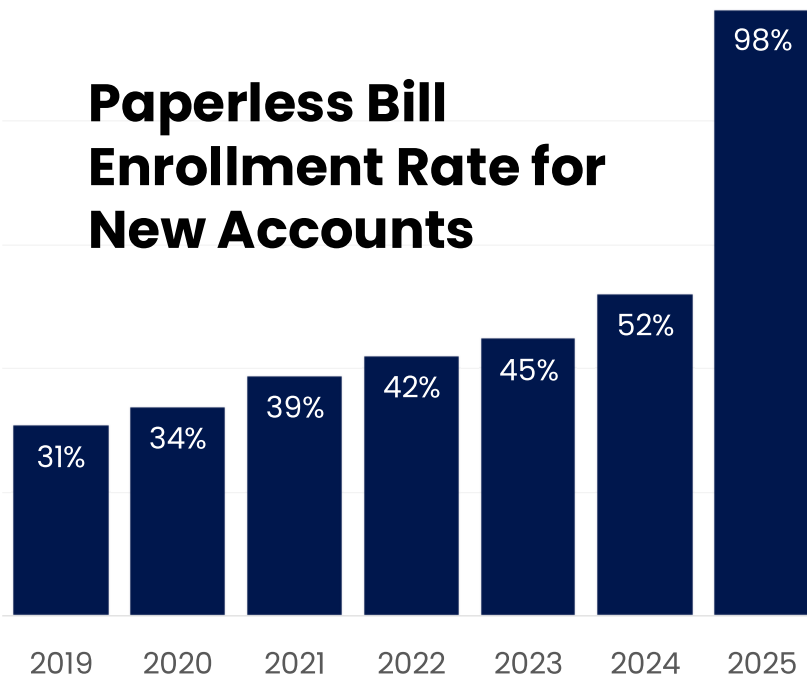
22,586 Accounts

Scheduled Payment 20,587 Accounts
Equalized Payment Plan 1,999 Accounts





Paperless Bill Enrollment Rate for New Accounts



New Portal-
Defaults to Paperless Billing

New Paymentus Portal
Registrations

6,015

Overall Paperless Bill Enrollment

29%

27,923 Accounts

PAPERLESS BILL ENROLLMENT



TRANSACTION FEES

PREVIOUS FEES
Average \$2.97/ transaction

Year	# Transactions	Volume	Absorbed Fee
2023	163,760	\$40,835,578.91	\$455,215.25
2024	156,760	\$43,943,843.23	\$497,020.18
Average	160,051	\$42,389,711.07	\$476,117.72

PAYMENTUS FEES JAN TO FEB
Average \$0.34/ transaction

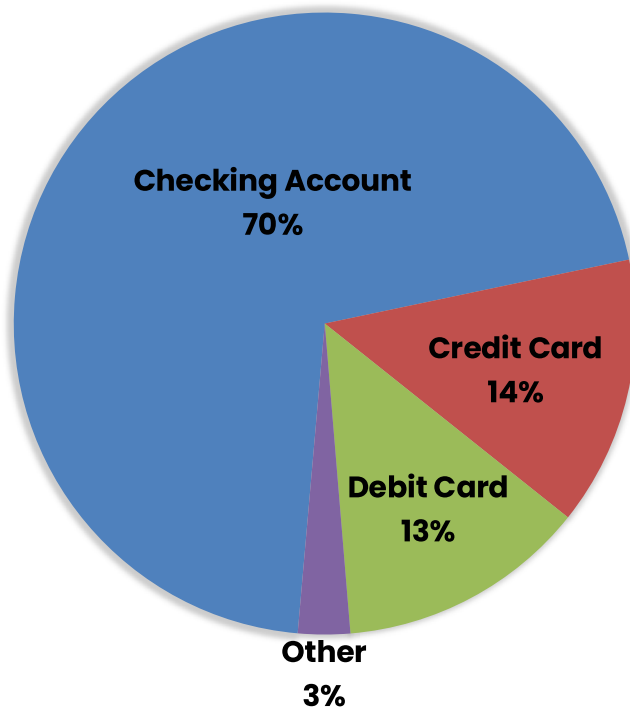
Fee per Transaction	# Transactions	Volume	Absorbed Fee
\$0.00	7,322	\$2,628,275.39	\$0.00
\$0.40	9,351	\$2,152,499.74	\$3,740.40
\$9.95	202	-\$59,625.26	\$2,009.90
Grand Total	16,875	\$4,721,149.87	\$5,750.30

Projected Total 2025 Fees: \$64,020*

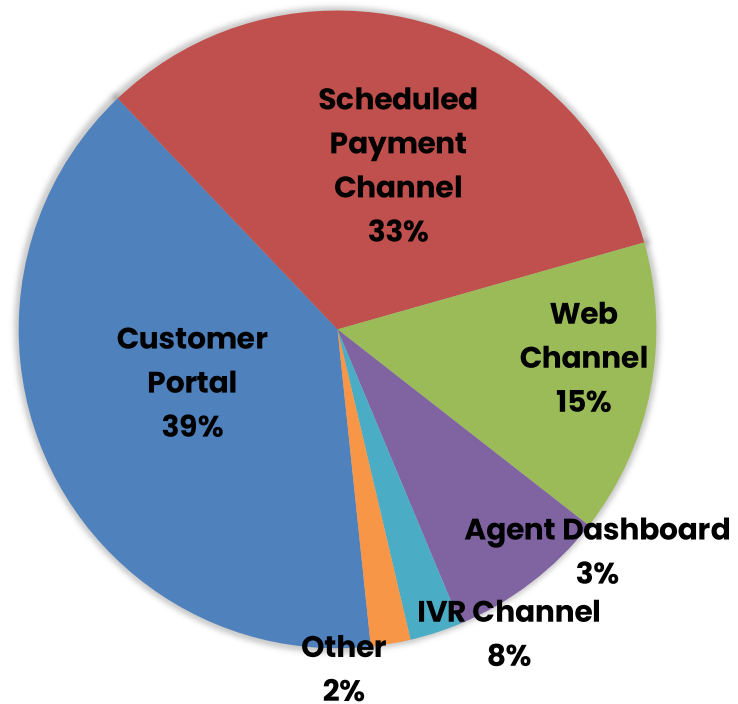
86% Reduction Per Transaction

* Assuming 160,051 transactions at \$0.40/transaction – just for reference since our goal is to increase ACH payments.

PAYMENTUS TRANSACTIONS



PAYMENTS BY TYPE



PAYMENTS BY CHANNEL

ALL TRANSACTIONS - 2025

