



Your Partner in Utility Billing and Customer Care

CustomerAssist is your trusted partner for utility billing and customer care to overcome staffing shortages, enhance the customer experience, and improve billing accuracy and efficiency. Between retirements, hiring challenges, and skilled personnel shortages, securing a dependable partner to maintain operational and cost efficiency is more crucial than ever. Our suite of managed services for electric, water and gas utilities is delivered by a team of industry experts to integrate seamlessly with your existing business processes.

Six Reasons to Use Managed Services

1. Staff You Can Count On



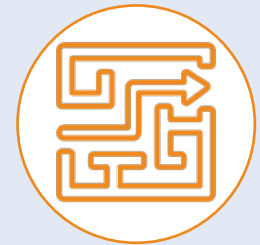
Enjoy long-term service continuity with a skilled team that acts as a seamless extension of your department.

2. Close the Skill Gap



Our expert billers know your CIS inside and out and will execute your processes accurately and efficiently.

3. Manage Complex Billing



Reduce the overhead of bill validation and exception management with proven business processes that issue bills accurately and on time.

4. Serve More Customers



Expand your services as your base rate grows - our organization makes it easy to add staff as your needs change.

5. Stay Up To Date



When a new version of your CIS is released, our expertise in testing, training, and support ensures smooth operations and optimal performance.

6. Delight Your Customers



Enhance the customer experience with fast, convenient digital contact channels.

Flexible Solutions to Meet Your Needs

CustomerAssist offers a complete range of back-office support, from full turnkey services to hosted-only IT solutions. Each solution is customized to meet your needs, and we can offer as much or as little support as you require.

Select from a menu of offerings to fill gaps in your services. Or, consider turnkey services for the white-glove experience.

- Billing
- Data synchronization
- Contact center
- Account management
- CIS consulting
- Cash processing
- Application management
- Training
- Documentation
- Testing
- Administration
- Collections

Resource Revolution: The CustomerAssist Impact

A small utility typically requires a billing team of five to ten people. With Util-Assist's shared services model, we manage the same volume with only a handful of staff, saving you significant costs.



CustomerAssist currently serves over 250,000 end user accounts.



Util-Assist is a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences, transforming how utilities operate and deliver value to their customers.

Driving digital innovation with professional and managed services for electric, water, and gas, Util-Assist is shaping the utility of the future.

Contact Us



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