



Texas regional utility partners with Paya to save money, keep service flowing

OVERVIEW

Hays Utility North Corporation, a regional water utility comprising 16 municipal and residential utility districts in southeastern Texas, near Houston, has partnered with Paya for more than two years. The regional utility relies on Paya for e-billing services and online payment options. All but one of the districts Hays serves have converted to electronic payments, saving the utility thousands of dollars in monthly processing fees and offering customers greater convenience.

CASE STUDY

THE CHALLENGE

Hays Utility North provides operation, maintenance, and management of water and wastewater facilities in Montgomery County, Texas, which has more than 620,000 residents. Hays has been serving water and sewer customers for more than 40 years. Before selecting Paya to provide online payment processing, Hays Utility North relied on a largely paper-based billing and payments system. Not only was this highly inefficient, consuming a considerable amount of staff resources, but it also offered utility customers few options for paying their monthly bills—they could either mail in payments or drop them off in person at their district office.

THE SOLUTION

The regional utility chose Paya to provide a simple, secure, and convenient payment processing solution that dramatically reduced paper billing and was easy for customers to use. In addition to online and automatic payment processing for monthly water bills, Paya also provides e-billing services and resolves delinquent payments for Hays Utility North.

THE RESULTS

The partnership with Paya has relieved strain on Hays Utility North's staff, reduced payment delinquencies, and enabled Hays to maintain a high level of service to customers. In addition, working with Paya for online payments eliminated the large monthly fees that Hays' previous provider applied to each utility district. Those fees added up to about \$4,000 each month, and nearly \$48,000 every year.



We've had big growth in online payments, and we really do enjoy working with Paya.

– Sarah Wright

Customer Service Manager, Hays Utility North Corporation

\$48K

Annual fees saved through digital payment processing with Paya



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Mt. Vernon, OH, and Dallas, TX.