

# Benchmark your billing functions!



## Chartwell Billing Survey

### SAMPLE QUESTIONS

1

Please tell us the status of these billing program offerings at your utility: Choose a due date, Flat Bill, Mobile app with billing functionality, etc.

2

What percentage (%) of total customers receive their bill via [this method]?

3

What is the total cost per customer of issuing [this type] of bill?

4

Are you currently offering or considering offering high bill alerts via [this channel]?

5

Which billing trends do you think will be most influential across the industry over the next 2 to 5 years?

To participate in the survey and get a FREE copy of the results, please click here.