

Utility Cloud integrates with Muni-Link

Coordinating billing and fieldwork can be complex - whether it's dispatching a technician to the field for a shut-off or any other customer service action. Billing departments don't always have an effective way to manage dispatches to the customer and know when that work is done.

Without proper integration between billing and the field, coordination often requires several phone calls, paper record-keeping, missed work or billing opportunities, and wasted time. Additionally, communicating with customers on issues that may directly impact them or their area of town is not always straightforward or even possible.



Muni-Link and Utility Cloud's Billing and Work Integration

Introducing Muni-Link and Utility Cloud's integration - combining two modern web-based platforms to effectively bridge operations, maintenance, billing, and customer service. With our integration, customer service using Muni-Link may dispatch work orders to Utility Cloud based on the action required: run a meter reading, shut off service, automatically create new accounts for a new move in, and more. When the status of the work changes, Utility Cloud updates Muni-Link instantly. Conversely, when billable work is performed in Utility Cloud, details are posted to the Muni-Link billing system - for example: cross-connection and backflow prevention, industrial pretreatment, Fats Oils and Grease (FOG) activities like inspections, fines, and retests.

With up to date work data mapped in GIS, Muni-Link's customer notifications portal helps you communicate issues and work with customers in advance, delivering optimal customer experience. Further, this integration allows the utility to understand the difference between water usage and billing information, helping prioritize and understand leakage across the system.

Benefits of integrated billing and work management

With this integration, utilities can expect to:



Generate more revenue

Your utility can generate more revenue by completing more work in the same amount of time.



Capitalize on administrative savings

Save time and money on administratively burdensome tasks: move in/move out coordinations, meter re-readings, and shut on/shut-offs.



Identify accounts that are not paying

Identify which accounts aren't paying so you don't lose money in the process. This also gets you to follow-up on those accounts quicker and prioritize your work where it's most valued.



Enhance customer service

With advanced customer notifications based on up-to-date work history, you can communicate with field service and customers on up to the minute payments for shutoffs, work orders, etc. further enhancing efficiencies as well as improving customer service.



Automatically bill for billable work

Automatically billing the customer for billable work gives your utility another opportunity to capture otherwise potentially lost revenue.



Quantify leakage across your system and prioritize capital needs

Measure the differences between revenue-generating water and expected water volume across your network to quantify water loss and dig in on the parts of town that might be leaking.