

Las Vegas Valley Water District Supports Evolving Customer Needs With Self-Service Kiosks.



Las Vegas Valley Water District (LVVWD) is a not-for-profit utility that serves more than 1.5 million people. LVVWD has continuously innovated its water delivery and customer service models for nearly 70 years.

Challenges

- In-person payment options limited to going to a payment center with set business hours or a third-party vendor that charges fees
- An existing kiosk solution that struggled with reliability and experienced security issues

Approach

- Implement four kiosks, two indoor and two outdoor
- Provide 24/7 self-service payment options for residents through the kiosks
- Offer a happy medium for customers who were not comfortable making payments online and preferred to bring their payments into the office
- Integrate Revenue Management, Euna Payments' backend tool, enabling staff to perform research, reporting, and reconciliation for all transactions on a single platform

Outcome

The implementation of the user-friendly, self-service kiosks was very successful. They provide flexibility for customers to choose how, when, and how much they want to pay at a given visit. The new solution streamlines processes, freeing up staff to focus on more complex tasks. The Euna Payments technology eliminates the need for staff to participate in annual PCI training, providing significant cost savings for the utility. Additionally, Revenue Management, the centralized, easy-to-use, reporting and reconciliation tool, has enabled them to view payments in real time, in one single backend system.

- **84%** of kiosk users are repeat customers
- **1,500** average monthly transactions
- **\$180,000** in annual savings

“ We previously had cashiers that were there to service our actual customers who walked in. We were able to re-allocate those resources because we do have a very busy contact center, allowing them to focus on the customers who are actually calling in. And so that actually gave us a cost savings of about \$180,000 yearly. And we are able to take that savings and put it to different parts of the business. ”

Anisha Edwards
Customer Care Supervisor

Click here to learn more about how Euna Payments can increase access, security, and simplicity for customers and staff.