



# fundbalance

a tyler financial solution

## FundBalance Utility Billing Online

Utility offices handle all billing and collections for water, sewer, electricity, and gas. These offices need a system for easy and organized citizen access to utility bills, bill pay, and transaction history—a system that harnesses the power and ease of the Internet. Tyler's FundBalance Utility Billing Online is that system.

### Secured Citizen Access

Tyler's FundBalance Utility Billing Online allows citizens to easily access detailed account information—including financial, address, transaction, and consumption information—over the Internet 24 hours a day, seven days a week. Utility offices simply add a link to their existing Web site that, when selected, directs citizens to a special Secure Socket Layer (SSL)-secured Utility Billing Online section, hosted exclusively by Tyler. This allows the City to provide detailed information about an account to the account holder in a secured section.

Once there, users can easily:

- View current balances, last payment date, payment amount, amount past due, deposits on file, and graphs detailing consumption history by service
- Generate transaction history
- Receive an automated e-mail response to a request.

Offices can also add optional features to the Web site allowing users to make a request for service or submit information/account change or disconnect requests.

With FundBalance Utility Billing Online, citizens can also pay their utility bills through secure online credit card transactions. These online transactions are user-defined, meaning each utility billing department decides on the level of citizen access.

### Increase Efficiency

Utility Billing Online is designed not only to increase citizen access to needed information, but also to increase the efficiency of utility billing offices. This system helps to reduce the number of phone inquiries for general information utility offices receive, and increase staff efficiency through easy data entry and lookup.

What's more, it is easily edited, updated, and maintained with system-administered data extraction and storage—and utility offices never have to worry about downtime or technology upgrades, because it's hosted by Tyler.

**FundBalance Utility Billing Online—harnessing the power of the Internet to improve utility office efficiency and citizen access to account information.**

Empowering people who serve the public™



For more information, visit  
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