

*Benchmark your payment functions!*



## Chartwell Payment Survey

### SAMPLE QUESTIONS

1

What has been your utility's greatest success in managing payments and collections in the last 12-18 months?

2

Please describe payment-related changes that your utility has observed post-COVID (within the last 2-3 years).

3

What is your utility's status with implementing real-time payment processing (i.e., an instantaneous bank-to-bank payment)?

4

What is the average cost to the utility of processing a payment via [this method]? What percentage of customers post payment through [this method]?

5

Please tell us about your utility's current status on convenience fees for card payments. Does your utility charge customers a convenience fee for payments via credit card? Debit card?

[To participate in the survey and get a FREE copy of the results, please click here.](#)