

A streamlined platform for digital utility services and payments

**Empowering local governments to collect and disburse critical sources of revenue faster**

PayIt allows agencies of any size to consolidate their utility processes, such as water, refuse and other municipal utilities, and payments into one platform. Available on web, mobile-web and Apple and Android apps, agencies can meet their constituents wherever they are. For individuals who prefer more traditional methods, PayIt provides interactive voice response (IVR) phone payments and contactless point-of-sale (POS) terminals. These all adhere to the same business rules and workflows as the online solution, creating an ecosystem of payments—with one consolidated administrative portal and reporting dashboard.

**Robust integrations and automated workflows create an easy-to-use citizen experience**



**Data integration**

PayIt connects to existing back-office systems of record through API or flat-file integrations



**Workflow**

By digitizing and automating agency's business rules, PayIt provides easy-to-use experiences and workflows



**Authentication**

The PayIt platform has a configurable authentication system, allowing constituents to create an account or sign in with Facebook, Apple ID or Google

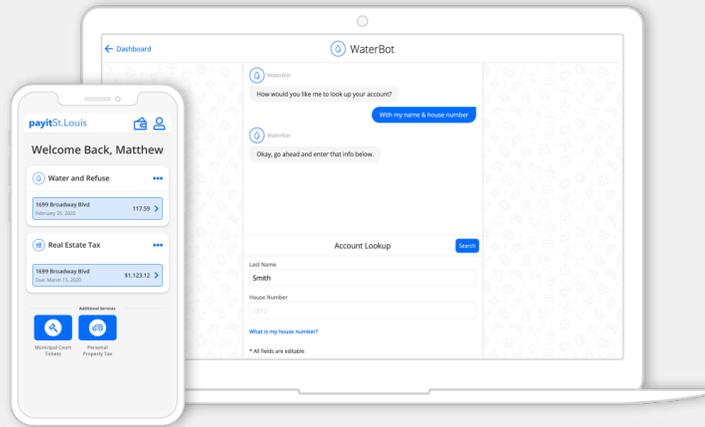


**Digital wallet**

Constituents can store all of their payment and property information and view receipts all in one place

**Omni-channel service delivery**

Constituents can view, manage and pay their utility bills from any device, any time.



**Partnering with local governments across the U.S., serving millions of people**

No matter the size of your agency, PayIt's platform works for you.



Rachel McClure  
Assistant Collector of Revenue, St. Louis

It was frustrating for our customers. Now we have push notifications for new bills and customers can enroll in recurring payments. So they don't have to worry about their water bill. You don't even have to think about it anymore, it's just going to draft automatically.





## Deploying PayIt leads to nearly \$150 million collected in vital water and refuse revenue

Launched in 2017, grpayit allowed the The City of Grand Rapids, MI, to create an all-in-one platform for utility bill collection, along with other essential city services (property tax, 311 and community development loans). Available on web, mobile and app, constituents are able to interact with The City of Grand Rapids in the way they see fit.

The revenue collected from utility bills is vital to both the City’s operations and their constituents. With a diverse population of nearly 200,000 people, Grand Rapids is the second largest city in Michigan. With such a wide-ranging constituency, the City recognized that providing a simple-to-use system was essential. The year-over-year increases in adoption and revenue collection are a testament to that, with over 166,000 individuals creating grpayit accounts.

With the help of PayIt, Grand Rapids is delivering a constituent-first experience to handle essential City business, with even more features and functionality to come.



**The City of Grand Rapids, Michigan**  
The City of Grand Rapids’ mission is to elevate the quality of life through excellent City services. Their vision is to be recognized as an equitable, welcome, innovative and collaborative city.

- What constituents can do with grpayit**
- Find, view and pay water and refuse bills
  - Enroll in electronic billing (eBilling)
  - Schedule automatic payments (AutoPay) for water bills
  - Store digital receipts and document copies

**\$149.43 million in** online utility revenue collected (As of July 2021)  
**27% increase in** online refuse revenue collected YoY (2020 vs. 2019)

grpayit is accessible to constituents from any device. This allows The City of Grand Rapids to meet their constituents wherever they are.

- Desktop and laptop
- Tablet
- Mobile (web and app)

