Top Trends in Customer Billing

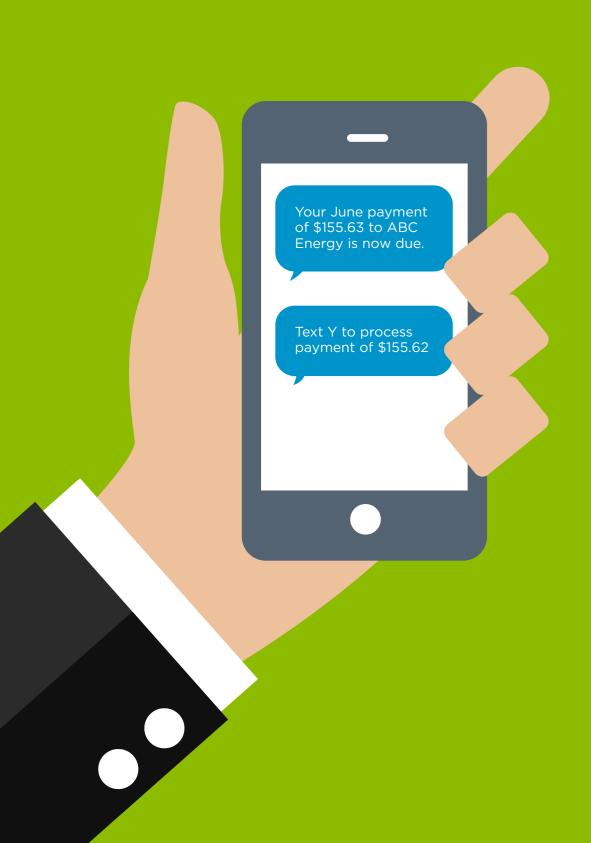


Customers Welcome Help Managing Their Account

92% of users find finance notifications on mobile useful

66% of utility customers nationally have signed up for monthly bill alerts





Mobile Payments Continue to Gain Popularity

55% of consumers have used their smartphone to pay a bill

54% prefer using an app to make a payment, while 29% prefer using a mobile website

45% of consumers make mobile payments due to convenience

New Technology is Gaining Traction

31% of consumers said they would use a wearable device, such as a smartwatch, to make a payment

36% of all age groups have used P2P payment apps, while 60% of millennials have used a P2P payment app

2020 - the year mobile wallets are expected to surpass the use of both credit and debit cards in the U.S.

