

# YOUR CUSTOMERS HAVE SPOKEN:



**PRINTED BILLS ARE HERE TO STAY... FOR NOW**

**THE DESIRE FOR MAIL STILL EXISTS AS A PAYMENT CHANNEL**

**25%**  
Prefer to pay utilities by mail

**39%**  
Prefer to pay utilities by check

**26%**  
Prefer to pay for government services by check

**21%**  
Prefer to pay for government services by mail

**MAIL REMAINS A TOP CONTENDER FOR PREFERRED BILL DELIVERY CHANNEL**

## UTILITY BILLS

**42%** by Mail

**41%** by Email

**6%** Website

**11%** Mobile

## GOVERNMENT SERVICE BILLS

**54%** by Email

**31%** by Mail

**7%** Website

**8%** Mobile

## WHY ARE YOUR CUSTOMERS STUCK ON PAPER?

Most commonly cited reasons for sticking with paper bills:

- 43%** "Easier to review"
- 34%** "Like the reminder to pay"
- 26%** "Worried to miss paying digital bill"
- 20%** "No full paperless options"
- 15%** "Concerned with digital security"

**KUBRA**

**BRINGING INNOVATION TO PRINT AND MAIL FOR OVER 25 YEARS**

**205**

Companies using KUBRA iMail™ today

**350 MILLION**

Average mail pieces printed annually

**360 MILLION**

Envelopes mailed in 2019