

What Citizens Want: Billing Behaviors and Attitudes



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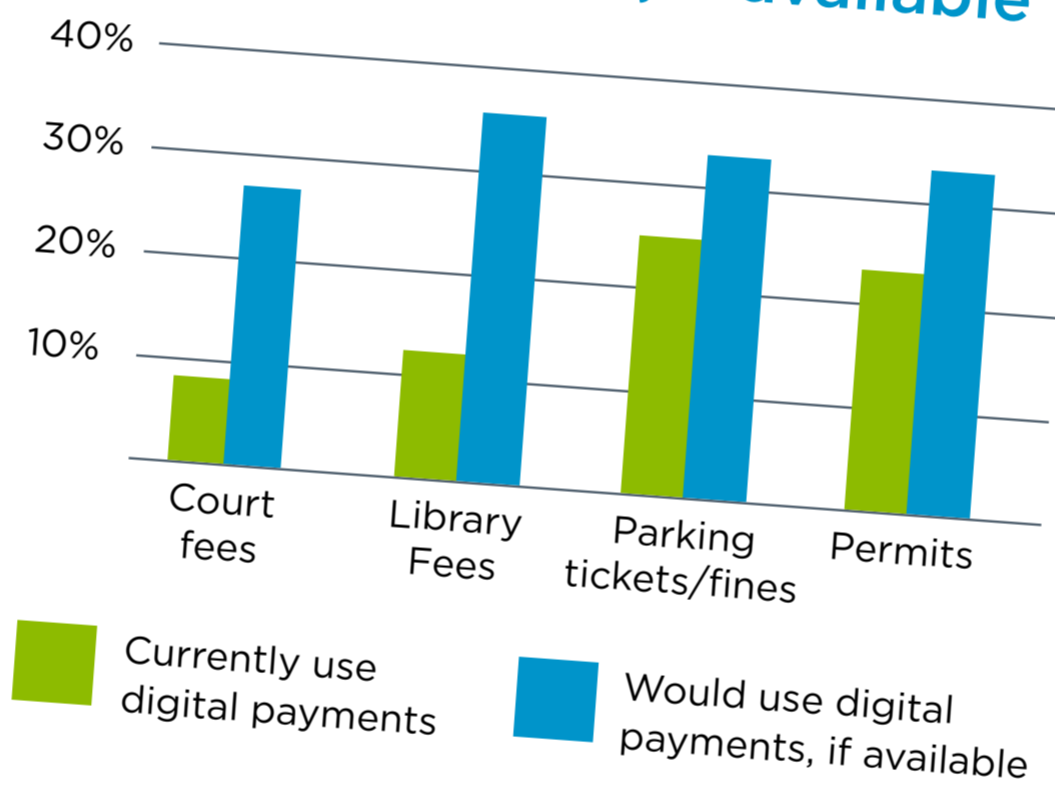
Most citizens want to receive government statements digitally

Email	54%
Mail	31%
Website	7%
Mobile	8%

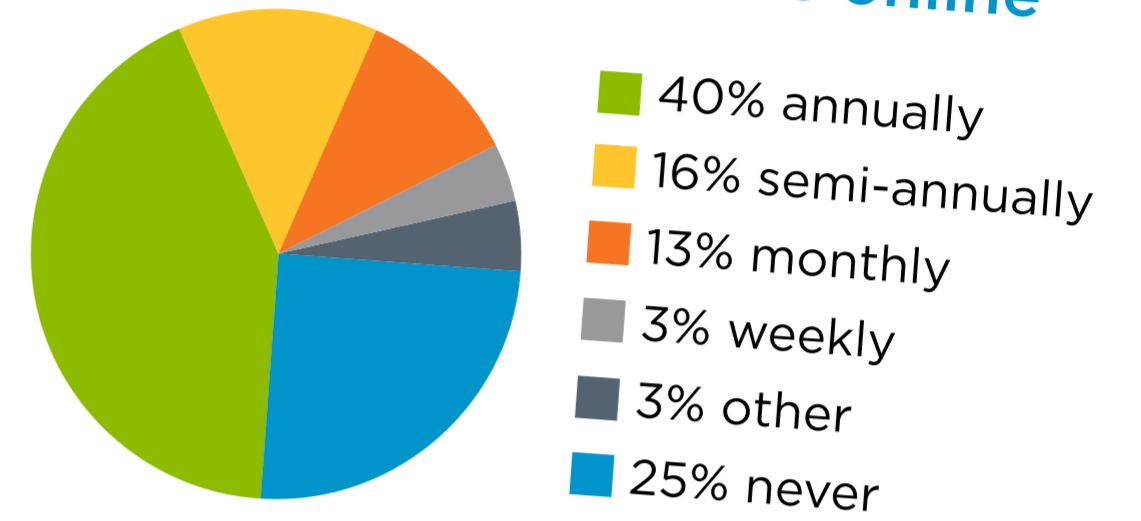
Citizens like the convenience and ease of digital payments

It is convenient	71%
It is easy	64%
Saves me time	62%
No risk of losing payments in mail	43%

More citizens would use digital payment methods, if available



Most citizens pay for government services online



Messages

48% of citizens say digital payments help them make payments on time

37% of citizens say digital payments improve their overall satisfaction with government

32% of citizens say digital payments show that their government is innovative

Pay your Property Tax Bill Online!



Credit and debit payments lead citizen payment preferences for government services



The top 3 preferred government payment channels are digital

- 63%** prefer their government website
- 36%** prefer their bank website
- 37%** prefer mobile apps

