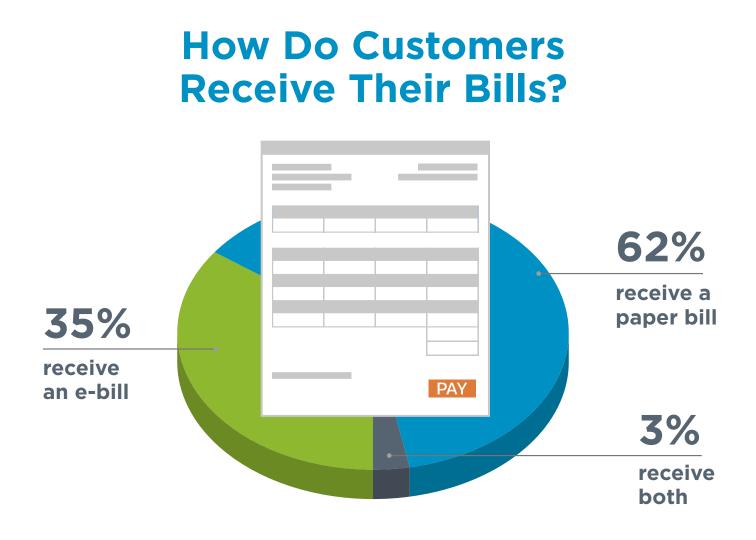
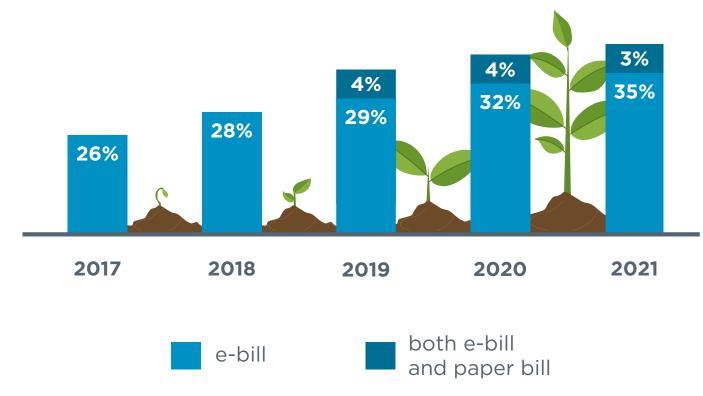
# The Current Status of **E-Billing Adoption**

## E-Billing Adoption on the Rise



### **More Customers Are Receiving E-Bills**

On average, e-bill use has grown nearly 10% per year over the past five years.



#### **Reasons Why Customers Are Stuck on Paper Bills**



# 46%

"I prefer a physical copy for my record keeping"

42% "My paper copy is my reminder to pay my bill"



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25%

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"The service isn't valuable to me"

#### 15%

"I don't trust my power company to keep my data private and secure"





"I'm not aware that my current company offers this"



### **Customers Like to Receive Bills** via Different Digital Channels:

65% of customers prefer to receive statements by email

20% via online website

17% via mobile app 15% via text message



**42%** of customers say that being able to view and pay their bills from their preferred payment channel contributes most to a positive customer experience.

# KUBRA

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#### Sources:

- Chartwell, 2021 Billing Industry Benchmark Report.
- KUBRA Citizen Billing and Payment Report 2021.
- KUBRA Customer Experience Report 2021 The Customer Communications Edition.