

The Current Status of E-Billing Adoption

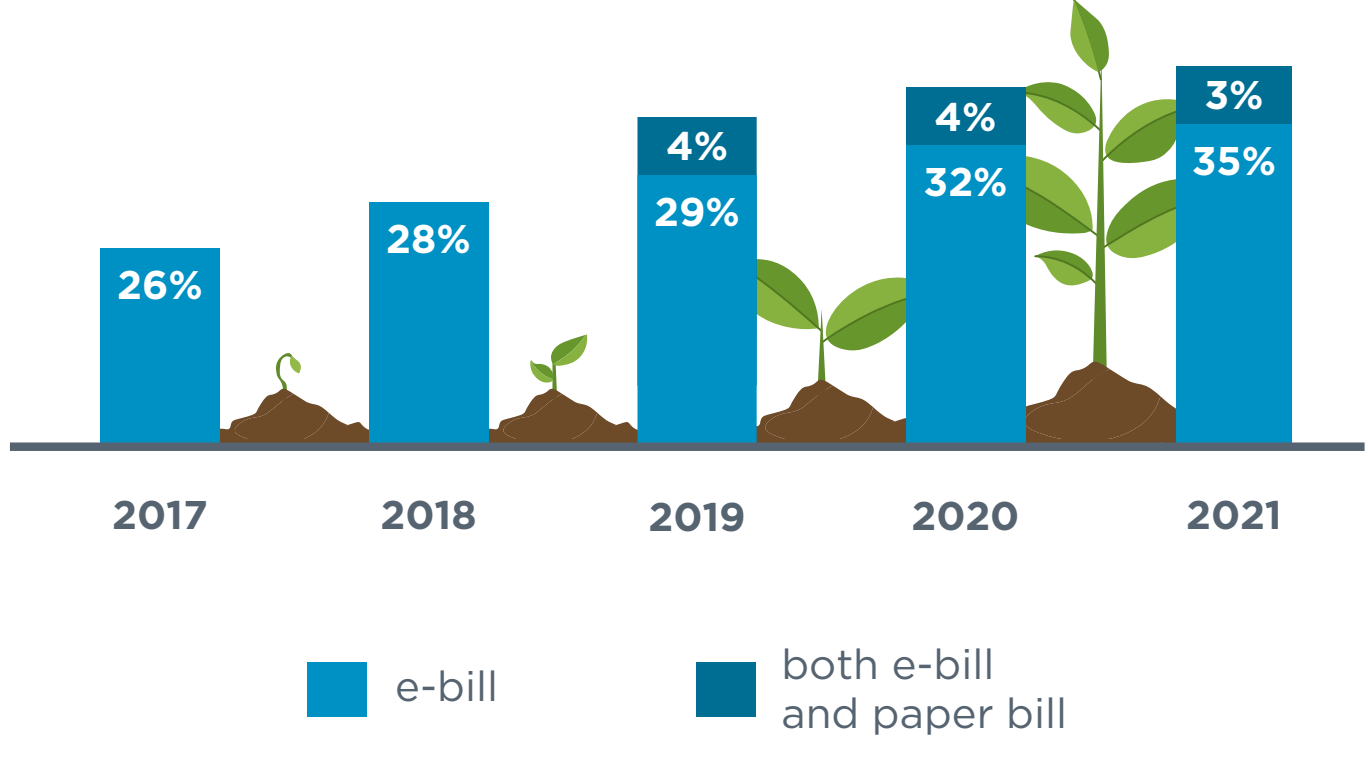
E-Billing Adoption on the Rise

How Do Customers Receive Their Bills?

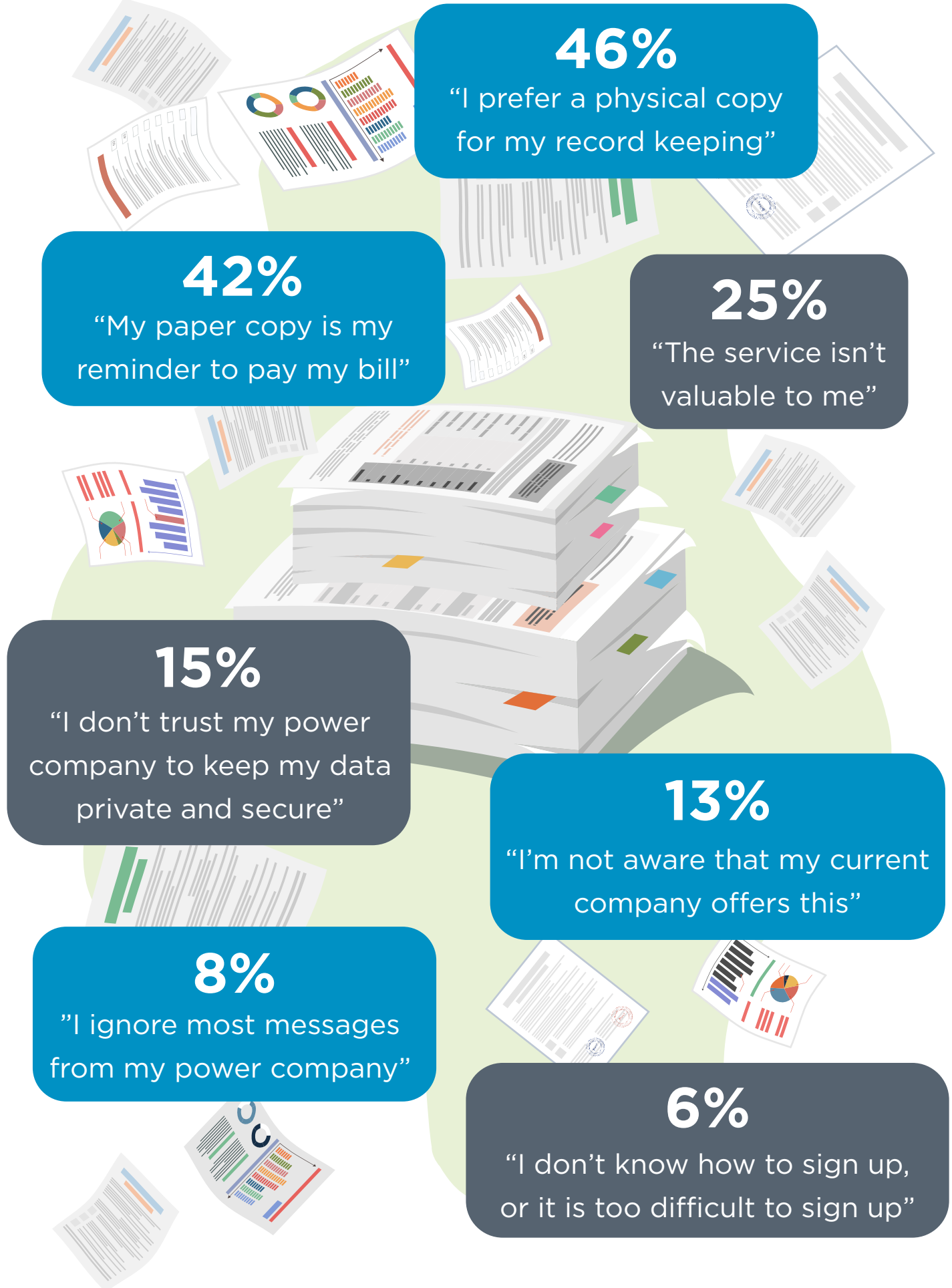


More Customers Are Receiving E-Bills

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



Reasons Why Customers Are Stuck on Paper Bills



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.



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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.