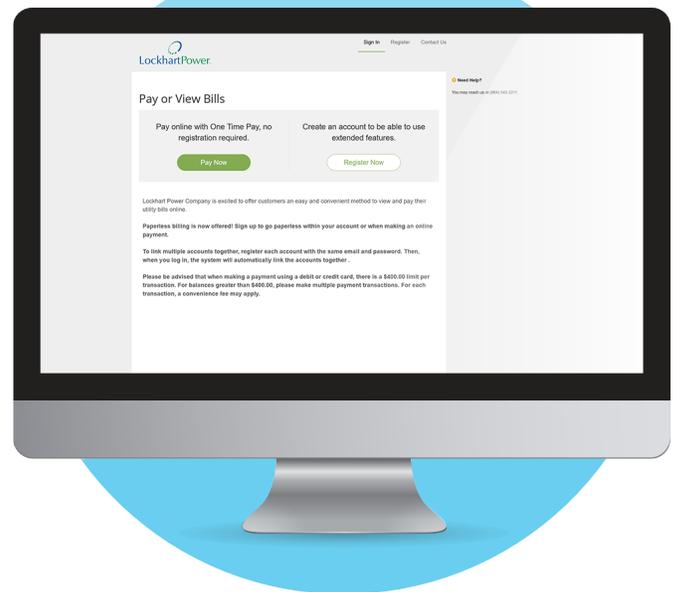


Lockhart Power Drives Higher E-payment Adoption with Enhanced Customer Experience

Lockhart Power Company was in search of an Electronic Bill Presentment and Payment (EBPP) solution that could modernize their payment processing operations and deliver innovative payment options, while providing the highest level of data security.

After switching to Invoice Cloud, Lockhart Power has seen several benefits, including:

- Increased self-service and e-payment adoption
- Higher customer satisfaction
- Increased collections efficiency
- PCI Level 1 Compliant security



“The Invoice Cloud platform delivered the cutting-edge online bill payment system we needed to improve customer engagement, enhance the user experience, and ultimately drive e-payment adoption to an all-time high.”

David Turner
Business Controller
Lockhart Power Company

BY THE NUMBERS:

Lockhart Power Company saw:



182%
increase in
e-payment
adoption since
year one



32%
of customers
receive e-payment
reminders



Decrease in
mailed in
payments



Reduction in
foot traffic to
the office

▲ 1—THE CHALLENGE

Demand for better payment options and antiquated payment processing capabilities were causing several challenges for Lockhart Power. They needed to implement a digital payment platform that could improve the customer experience and increase collections efficiency. Other challenges included:

- Limited payment options caused a poor user experience
- Lack of self-service functionality increased staff workload
- Absence of an e-payment option led to slower payments
- Inability to protect sensitive payment information

💡 2—THE SOLUTION

Lockhart Power needed an EBPP solution that could help them innovate their payment processing to quickly overcome current business obstacles. They chose Invoice Cloud as it provided everything they needed to:

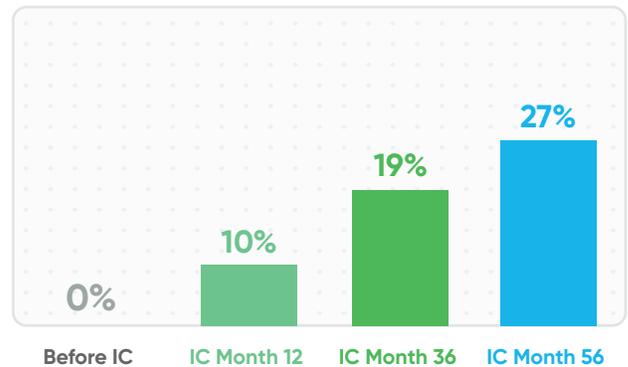
- Increase self-service adoption with omni-channel payment options
- Enable a better user experience to drive more digital payments
- Increase e-adoption for more efficient collections
- Protect sensitive payer data

💎 3—THE RESULTS

Since implementing Invoice Cloud, Lockhart Power has realized significant benefits, including:

- **Increased self-service and higher customer satisfaction** due to an enhanced user experience
- **Improved collections efficiencies** with the increase in e-adoption and intelligent payment reminders
- **Higher customer engagement** with omni-channel payment options
- **PCI Level 1 security** to protect sensitive data

182% increase in e-payment adoption since year one



E-payment adoption has grown to an all-time high



ABOUT LOCKHART POWER COMPANY

Lockhart Power Company is an investor-owned public utility servicing the Upstate of South Carolina, with 99 percent of its power generated from renewable sources. Lockhart Power provides reliable and cost-effective electric service to its retail and wholesale customers, while also providing renewable energy to the City of Columbia and Duke Energy Carolinas.

ABOUT INVOICE CLOUD

Invoice Cloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment (EBPP) solution.

To learn more, visit invoicecloud.com

InvoiceCloud®