

Client Profile

SRP is a community-based, not-for-profit organization providing affordable water and power to more than two million people in Central Arizona. SRP makes decisions through the eyes of future generations, balancing costs and impacts while providing reliable, sustainable water and power – for today and tomorrow.

Challenge

For over 20 years SRP offered a cash bill payment

Positive Results and Future Plans

The partnership between SRP and Fiserv significantly impacted the customer experience by simplifying the payment process for customers. The collaboration provided a wider network of payment sites, eliminating the need for customers to wait in lengthy lines or deal with not being able to receive change.

Existing customers received extensive communications and education on how to pay through the new expanded network. CheckFreePay is processing and depositing between \$4 million – \$5 million worth of in-person payments per month to SRP and that number is expected to continue to grow.


The partnership had a positive impact on operations, allowing them to reduce costs and focus on providing excellent service to their customers.

“We’re proud of the impact that our partnership with Fiserv has had on our business and our customers, and we look forward to continuing to work together to achieve even greater success in the future,” Patchett said.

With the success of their new payment options, SRP and Fiserv plan to incorporate feedback from customers and employees to continue enhancing the customer experience. SRP is looking forward to a bright future in the world of cash payments.

Connect With Us

For more information about
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