



REFERENCES

Our Service Approach is to foster better partner experience by focusing on greater human involvement in addition to providing competitive technology.”

Elements of our service culture include:

- Executive level sponsor for all clients
- Commitment to quality – “perfect piece every time”
- Be easy to do business with
- Be responsive to customer needs including fast turnaround on request
- Eliminate red tape whenever possible – being flexible and saying yes
- Accessibility at all levels
- Everyone companywide focuses on delivering the highest level of quality to our customer partners

How we differentiate between our competitors:

- Management is personally committed to service. Every executive at OneSource interacts with our customers and our customers have our direct phone numbers for anything they may need.
- Golden rule. We treat every customer as we would want to be treated ourselves.
- Dedicated Account Manager
- Dedicated programmer or IT resource
- No nickel and diming. Our Account Managers are empowered to reduce or waive charges when value doesn’t exist or has not been provided.
- All customers can be a reference. Providing high quality services to everyone, including being responsive, flexible, and maintaining open communications allows us to use every customer as a reference.

REFERENCE 1	
Customer/Client	Denver Water
Contact Person’s Name and Title	Matt Larson
Contact Person’s Phone Number	303-628-6073
Contact Person’s E-Mail Address	matt.larson@denverwater.org
Project Name & Year Completed	Conversion – Statements, Letters – 2013. 200,000 monthly
Staff Members Involved	7
Description of Project	Statement and letter conversion.

REFERENCE 2

Customer/Client	City of Longmont, CO
Contact Person's Name and Title	Ian Rowlands, Utility Billing Manager
Contact Person's Phone Number	303-651-8656
Contact Person's E-Mail Address	ian.rowlands@longmontcolorado.gov
Project Name & Year Completed	2015
Staff Members Involved	5
Description of Project	Conversion of approximately 40,000 monthly customer service letters and invoices.

REFERENCE 3

Customer/Client	Boston Water and Sewer
Contact Person's Name and Title	Michael Conway
Contact Person's Phone Number	617-989-7485
Contact Person's E-Mail Address	conwaymw@bwsc.org
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3
Description of Project	Onboarding and setup of approximately 80,000 monthly water bills

REFERENCE 4

Customer/Client	Bradford Exchange
Contact Person's Name and Title	Steve Gustafson
Contact Person's Phone Number	847-581-8131
Contact Person's E-Mail Address	steve.gustafson@bgeltd.com
Project Name & Year Completed	Billing statements, shipping notices, dunnings : 2010
Staff Members Involved	3
Description of Project	Print and mail of ~900,000 first class mail documents monthly

REFERENCE 5

Customer/Client	WOW! Internet and Cable
Contact Person's Name and Title	Michael Robert, Director
Contact Person's Phone Number	719-313-6951
Contact Person's E-Mail Address	Michael.robert@wowinc.com
Project Name & Year Completed	Billing statements, required customer service notices, collection notices, ACP notices, previews: 2012, 2015, 2020, 2022, 2023
Staff Members Involved	3
Description of Project	Producing ~650,000 electronic, and mail packages monthly including real time notices (via email) and real time archival and access.



REFERENCE 6

Customer/Client	Blue Ridge Cable
Contact Person's Name and Title	Lisa Lesher
Contact Person's Phone Number	610-826-9315
Contact Person's E-Mail Address	llesher@pencor.com
Project Name & Year Completed	Billing statements: January 2023
Staff Members Involved	3-4
Description of Project	Provider since 2002. Producing approximately 160,000 billing statements monthly and hosting real time online document access/retrieval

REFERENCE 7

Customer/Client	Douglas County, Nebraska
Contact Person's Name and Title	Amy Wyman
Contact Person's Phone Number	404-444-4986
Contact Person's E-Mail Address	Amy.wyman@douglascounty-ne.gov
Project Name & Year Completed	2022: Tax Statements
Staff Members Involved	2
Description of Project	Print and mail of ~220,000 property/real tax bills. Implemented 2022.

REFERENCE 8

Customer/Client	Consolidated Mutual Water Company
Contact Person's Name and Title	Sudan I. Muhammad, Business Services Manager
Contact Person's Phone Number	303-462-6373
Contact Person's E-Mail Address	smuhammad@cmwc.net
Project Name & Year Completed	2018: Billing statements. 20,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production, return mail processing, real time document access/retrieval

REFERENCE 9

Customer/Client	City of Covington
Contact Person's Name and Title	Litiska Taylor-Weber, Utility Billing Director
Contact Person's Phone Number	985-898-4730
Contact Person's E-Mail Address	lweber@covla.com
Project Name & Year Completed	2022, 2023: Billing statements and letters: 7,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 10

Customer/Client	Fairhope Public Utilities
Contact Person's Name and Title	Jason Jarvis, Utility Billing Supervisor
Contact Person's Phone Number	251-990-0121
Contact Person's E-Mail Address	jason.jarvis@fairhopeal.gov
Project Name & Year Completed	2022: Billing statements: 30,000 monthly
Staff Members Involved	3
Description of Project	Monthly statement production

REFERENCE 11

Customer/Client	County of Wayne, Michigan
Contact Person's Name and Title	Hing Wong, Accountant IV
Contact Person's Phone Number	(313) 224-2205
Contact Person's E-Mail Address	hwong@wcpcc.us
Project Name & Year Completed	2021: Billing statements: 6,000 monthly
Staff Members Involved	3
Description of Project	Weekly official court notices