



## Alaska Rural Utility Collaborative

### Assisted Billing Program

Operating and maintaining water and sewer plants in rural Alaska can be a challenge for communities across the state. The costs associated with operating these systems often comes from a community's general fund. While this may pay the bills, there is a better solution that works to make these vital services self-supporting and sustainable.

#### Financial Security

Revenue from providing clean water and sanitation comes from consistent and accurate customer billing practices. The Assisted Billing Program provides communities with billing and collection services for utilities (electricity, water/wastewater). Funds generated from user fees, and from local community and regional support, can help pay the system's direct expenses and build a reserve account. Reserve accounts are essential to purchase bulk fuel, replace equipment, and provide for emergency repairs. This financial security leads to regular system improvements, better wages for operators, funds for large scale projects, and savings in customer rates.

#### Steps to Financial Security

Join Assisted Billing for experienced support of all billing tasks.

Consistent billing helps generate revenue and can help build a reserve fund.

Revenues should be used for direct system expenses and emergencies.

Good financial management leads to system improvements, better wages, large scale projects, and savings for customers.

#### Working With Communities

We understand that every Alaska region and community has its own set of needs and challenges. This is why every community's water and sewer system should be operated as a stand-alone non-profit business with rates set to be self-supporting. Utility fees are collected monthly from customers and reimbursed back to the community, minus a monthly fee that pays for the expenses associated with their billing service. This business model assures that the money customers pay goes right back into the operations and maintenance of their community's systems.



ALASKA NATIVE  
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For more information about the services we provide, visit [anthc.org/tribal-utility-support](http://anthc.org/tribal-utility-support).

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