

Northwestern Wisconsin Electric Company Streamlines Forms with Docubee

Docubee allows NWECO customers to easily submit payment forms for faster processing and better efficiency.

Overview

Northwestern Wisconsin Electric Company (NWECO) is a privately owned electric utility company based in Grantsburg, Wisconsin, with a small team of 37 serving 14,000 retail customers. NWECO wanted to modernize their billing and form processes to streamline efficiency and enhance customer experience. Docubee helped them do just that.



Challenges

Operating in a small, rural area presents unique challenges for NWECO, such as slow and unreliable deliverability via their local post office. To streamline internal operations, provide security and keep customers satisfied, NWECO needed a simple way for customers to fill and submit billing forms that would be both cost-effective and streamline internal processes.

After years of dealing with mail-in checks and forms, the company decided to take their billing form digital. Before finding Docubee, NWECO relied on a fillable PDF form on their site that required customers to download, complete, save, and attach the form to an email. This process proved to be inefficient and affected adoption rates among their clients.

Results

Customers now complete and submit forms online directly via Docubee, eliminating multiple steps that previously involved manual handling and postal delays.

Impact on Operational Efficiency

The integration of Docubee into NWECO's operations has been pivotal, significantly impacting operational efficiency. This is thanks to the simplified workflow Docubee created for their automatic payment forms.

"We have really cut back on mail-in forms," shared Cortney, Billing Clerk at NWECO. Additionally, Cortney's team now has the ability to keep collected forms securely stored in Docubee for access anytime, rather than using email attachments.



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Reduction of Paper-Related Costs

This shift has reduced their overall reliance on paper forms, thereby saving on printing costs and decreasing the volume of mail handling required. The ability to receive forms instantly has been pivotal to Cortney's productivity. "It's super simple," she shared. "The form gets back to me immediately and I'm able to update their account in minutes."

"I have been super impressed with the responsiveness. If I was stuck somewhere, I was able to shoot off an email and get a response back quickly to move forward with what I needed to do. That makes a huge difference."

- **Cortney**, Billing Clerk at Northwestern Wisconsin Electric Company

Exceptional Value

Before choosing Docubee, the company considered using solutions like Send Safely and DocuSign. However, these proved to be too intensive and costly for their needs. This led Cortney to sign up for a free trial of Docubee, which she found intuitive and easy to set up. "Even before I had met with the Docubee team, I had the trial version and had already been able to get it set up. I was able to get through a lot of it without much guidance," shares Cortney.

What's in store for the future?

NWECO is considering expanding the use of Docubee to other areas, such as their client application process. Additionally, they have explored integrating QR code functionalities, which have been well-received and appreciated for their simplicity and accessibility, enhancing customer interaction. "We weren't looking to spend a large amount of money," shared Cortney. "Originally, what we were looking for was just that form. Now that I've gotten more comfortable in Docubee, I'm trying new things and we're looking at other ways of using it."

The simplicity of Docubee and its cost-effectiveness played a key role in Cortney's decision, enabling her team to dream of new ways to utilize the tool in the near future.



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Why NWECO Chose Docubee

-  Customizable Contract Workflows
-  Price
-  Integration Capabilities
-  Ease of Use



About Northwestern Wisconsin Electric Company (NWECO)

Northwestern Wisconsin Electric Company (NWECO) is an investor-owned electric utility company based in Grantsburg, Wisconsin. Serving 14,000 retail customers in Polk and Burnett, NWECO has a small but dedicated staff of 37 committed to meeting daily energy demands of those they serve. To learn more, visit www.nweco.com.

About Docubee

Docubee, an Accusoft brand, is an intelligent contract automation platform that lets businesses create, manage, sign, and track digital contracts in one secure platform. Docubee powers contracts by enabling users to gather vital customer data, create contracts using tools like generative AI or pre-built templates, and connect pieces of the process with dynamic workflows. Users can integrate Docubee with their existing site or platform via the API or connect to thousands of apps and CRMs using native and webhook-powered integrations. For more information, visit docubee.com.