BOROUGH OF
CHAMBERSBURG

Discover how the Borough of Chambersburg modernized its utility billing system, delivering a seamless self-service experience for residents and empowering employees with efficient tools, all while preserving their stable IBM i system.

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SUMMARY

The Borough of Chambersburg, a local government entity in Pennsylvania, provides essential utility services like electricity, water, and gas to its residents. However, manual processes, limited self-service options, and an outdated database created inefficiencies that frustrated both residents and employees. Residents lacked convenient ways to manage their accounts, while employees struggled with time-consuming workflows and data inconsistencies.

To address these challenges, the Borough partnered with Fresche Solutions to modernize its utility billing and payment system. Fresche developed a web-based self-service portal that provides 24/7 access for residents to manage accounts, view usage, and make payments securely. Employees now benefit from a streamlined dashboard that enhances workflows, improves customer support, and ensures data accuracy.

KEY RESULTS

24/7 Self-Service Access

Residents can manage accounts, payments, and billing preferences anytime, anywhere.

Streamlined Employee Workflows

Staff can resolve inquiries and process transactions faster with a modern dashboard.

Secure, Flexible Payments

The portal supports multiple digital payment methods, including Apple Pay, Google Pay, and PayPal.

Improved Data Integrity

A restructured database ensures consistent, reliable billing data and preserves historical records.

COMPANY OVERVIEW

The Borough of Chambersburg (Chambersburg) is a municipal government organization located in Pennsylvania, dedicated to serving its community with essential utility services. Operating within the local government and utility services sector, the Borough focuses on delivering reliable public services and enhancing the quality of life for its citizens. They manage electricity, water, and gas distribution for residents, as well as processing payments for services such as parking tickets, snow removal, and noise violation fines.

Industry	Region	Product
Local Government / Utility Services	North America (United States)	IBM i Modernization, Self-Service Customer Portal

THE BUSINESS CHALLENGE: MANUAL PROCESSES AND OUTDATED SYSTEMS

The Borough faced significant challenges with its legacy utility management system, which impacted both residents and internal staff. The reliance on in-person interactions and manual processes created bottlenecks and limited the quality of service the organization could provide.

Their biggest challenges were:

Resident Inconvenience:

Customers were required to visit the Borough's office to create accounts, make payments, or enroll in budget billing programs. This lack of self-service created a frustrating and outdated experience.

Employee Inefficiency:

Staff relied on manual processes and paper-based workflows to assist customers, which made it difficult to provide efficient support. Without a customer-facing website, all interactions were handled in person or over the phone, further slowing response times.
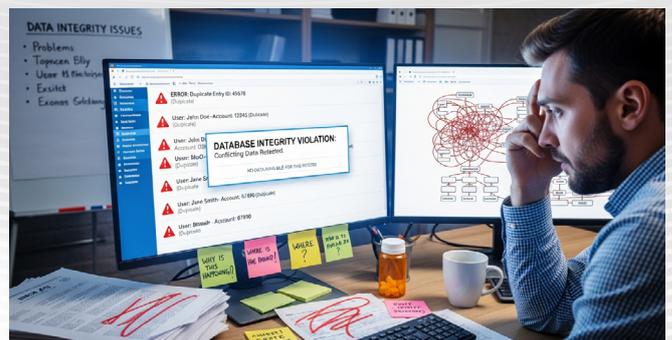

Limited Data Transparency:

Residents and landlords had no real-time visibility into account balances, payment history, or meter readings, making it difficult to monitor utility usage and manage payments.

Data Integrity and Storage Issues:

The underlying database structure was not optimized to handle property owners with multiple accounts, which led to serious data inconsistencies. In addition, critical billing information was deleted after each cycle, making it impossible to track and maintain accurate historical records.

THE SOLUTION: A MODERN, SECURE SELF-SERVICE PORTAL

Faced with growing inefficiencies, frustrated residents, and outdated systems that couldn't keep up with modern expectations, the Borough of Chambersburg recognized the need to transform its utility management processes. The government organization partnered with Fresche to develop a modern, web-based customer portal while preserving the stability and reliability of their existing IBM i infrastructure. This solution provided self-service capabilities for residents and a powerful management tool for employees, enabling faster workflows, improved customer satisfaction, and better operational efficiency.

Fresche delivered a comprehensive solution that included:

1   ### Self-Service Customer Portal for 24/7 Access

The Borough residents can now initiate the account creation process online by entering their details through the web app, which sends a request to the Borough for account setup. Once created, residents can view detailed billing history with interactive visual charts, track real-time meter readings, and make secure online payments anytime, anywhere.

2   ### Flexible and Secure Digital Payment Options

To accommodate modern user preferences, the portal supports a wide range of payment options, including credit cards, PayPal, Venmo, and digital wallets like Apple Pay and Google Pay. The system also supports auto-pay and two-factor authentication for enhanced security.
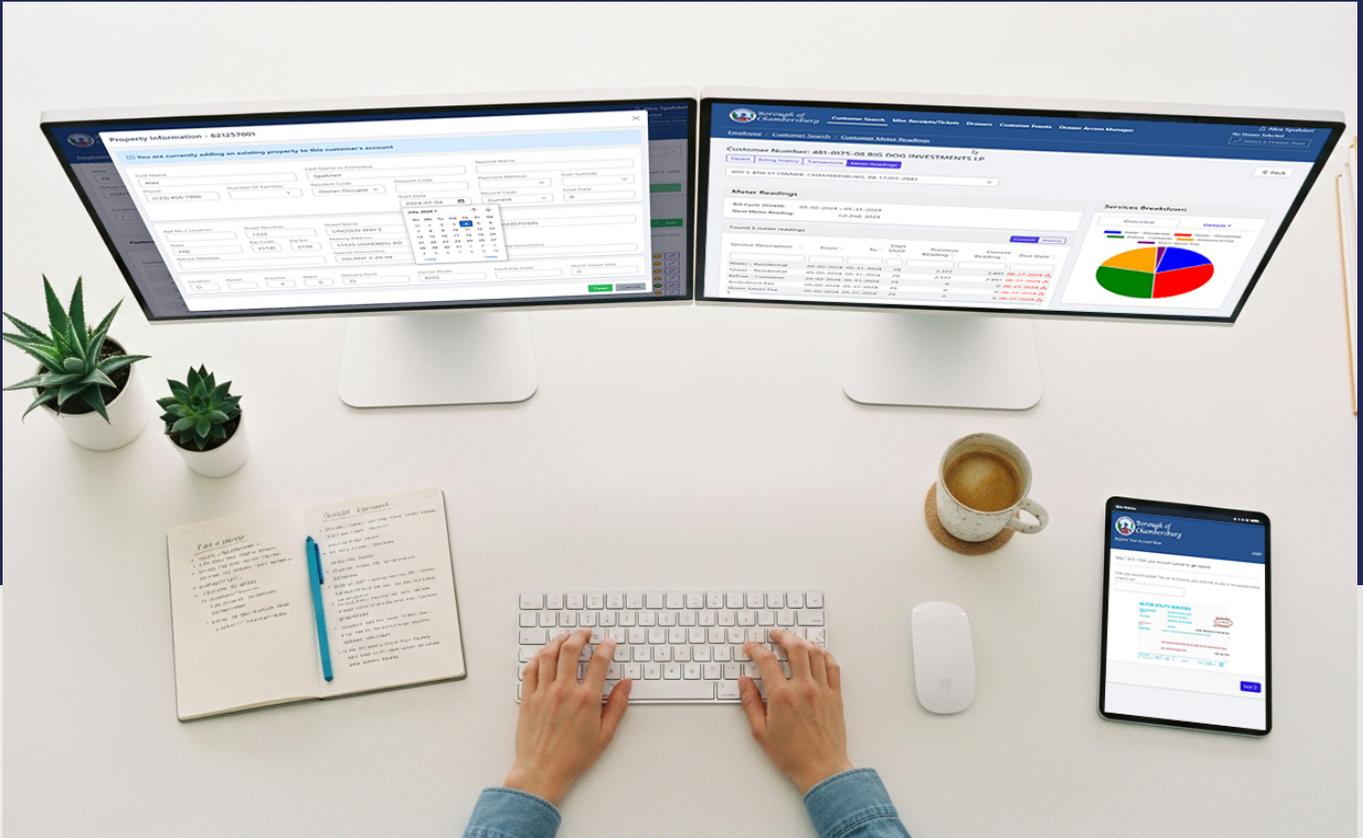
3 **An Empowered Employee Dashboard**

Borough employees now use a comprehensive dashboard to search customer accounts, assist with payments, track transactions, and resolve support inquiries efficiently. They can also replicate a customer's view to guide them and resolve issues faster.

4 **Database Modernization**

Fresche restructured the database to correctly organize data for multiple property owners and ensure billing details are properly stored. These crucial improvements were implemented with minimal disruption and without needing to recompile existing RPG programs.

THE RESULTS: MODERN UTILITY SERVICES FOR RESIDENTS AND STAFF

The new utility portal delivered immediate and significant benefits, empowering residents with self-service tools and enabling staff to work smarter, not harder.

Enhanced Customer Satisfaction:
With 24/7 access to their billing and payment details, residents now enjoy a convenient, modern experience that puts them in control of their utility accounts.

Increased Staff Productivity:
Employees can instantly retrieve customer records, process transactions, and provide support, eliminating manual paperwork and reducing the time spent on administrative tasks.

Improved Financial Transparency:
Customers and landlords benefit from clear, easy-to-understand access to payment history and meter readings, reducing confusion and support calls.

Greater Data Accuracy:
Consistent storage of customer details minimizes errors, eliminates redundant data, and ensures a single source of truth.

Seamless User Adoption:
The intuitive, browser-based interface required minimal training, enabling quick adoption and immediate productivity gains.

About Fresche Solutions

Transform Your Legacy Systems with Fresche

Outdated systems can limit your organization's potential, but modernizing doesn't mean starting from scratch. Fresche specializes in helping organizations unlock the full potential of their IBM i infrastructure by delivering modern, user-friendly solutions that integrate seamlessly with your existing systems.

Whether you need to enhance customer experiences, streamline operations, or future-proof your technology, Fresche can help you achieve your goals without disrupting your daily operations.

Ready to modernize your IBM i environment? Let's work together to transform your legacy systems into powerful, scalable platforms that deliver real results.

Get Started Today

About Fresche Solutions
Fresche Solutions is an AI-powered IT modernization company that manages and maximizes the value of IBM i and Microsoft systems. With market-leading IP and proven solutions across Modernization, Cloud Managed Services, Application Managed Services (KTLO), and Data Analytics & AI, Fresche helps customers modernize securely, protect uptime, and realize more value from existing IT investments. Trusted by leaders at 2,200+ companies worldwide. Learn more at www.freschesolutions.com.