

# Top Trends in Customer Billing



## Customers Welcome Help Managing Their Account

**92%** of users find finance notifications on mobile useful

**66%** of utility customers nationally have signed up for monthly bill alerts



## Mobile Payments Continue to Gain Popularity

**55%** of consumers have used their smartphone to pay a bill

**54%** prefer using an app to make a payment, while **29%** prefer using a mobile website

**45%** of consumers make mobile payments due to convenience



## New Technology is Gaining Traction

**31%** of consumers said they would use a wearable device, such as a smartwatch, to make a payment

**36%** of all age groups have used P2P payment apps, while **60%** of millennials have used a P2P payment app

**2020** - the year mobile wallets are expected to surpass the use of both credit and debit cards in the U.S.

