



CASE STUDY:

City of Warner Robins, GA

Client Snapshot

Population: 81,000

Services: Utility Collections

Partnership: Since 2022

“Working with CredStar Revenue Solutions is a pleasant experience. Their service is professional and effective. We are kept in the loop with disputes and have dedicated staff members to ensure timely responses. Together, our process is seamless and impressive!”
— City of Warner Robins, GA

Ready to optimize your revenue? Contact us today!

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Challenge

The City of Warner Robins sought a partner who could modernize its utility debt recovery process while maintaining transparency, professionalism, and resident trust. With increasing account volumes and limited internal bandwidth, the city needed a solution that would streamline outreach and improve turnaround times.

Solution

CredStar Revenue Solutions implemented a customized recovery strategy for Warner Robins' utility portfolio — combining advanced data analytics, customer engagement, and a fully compliant collections workflow. CredStar's partnership with Warner Robins demonstrates how a well-structured process and transparent communication model can transform utility revenue recovery — without sacrificing resident trust.

Results

- Improved Collection Rate from lower than 20% to 38% Significant increase in recovered utility revenue.
- Faster Turnaround — Accelerated dispute resolution and payment posting cycles.
- Collaborative Partnership — Continuous process refinement through transparent reporting and joint oversight.
- Enhanced Resident Experience — Courteous, compliant outreach led to higher satisfaction and fewer escalations.