

Utility Billing Software - Market Share Analysis, Industry Trends & Statistics, Growth Forecasts (2026 - 2031)

Market Report | 2026-02-09 | 120 pages | Mordor Intelligence

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Report description:

Utility Billing Software Market Analysis

The utility billing software market was valued at USD 6.22 billion in 2025 and estimated to grow from USD 6.71 billion in 2026 to reach USD 9.79 billion by 2031, at a CAGR of 7.86% during the forecast period (2026-2031). Tight regulatory timelines, accelerating smart-grid programs, and pressure to retire legacy mainframes propel sustained investments in modern platforms. Cloud-first deployment strategies, elastic analytics workloads, and near-real-time tariff engines underpin rapid vendor adoption among both municipal and investor-owned utilities. Consolidation activity-exemplified by VertexOne's recent financing and acquisition spree-signals growing private-equity confidence in the utility billing software market. At the same time, utilities confront mounting cyber-risk exposures that elevate security features from optional extras to core buying criteria. Demand for convergent billing across electricity, water, gas, and telecom services further widens the addressable base for platform vendors.

Global Utility Billing Software Market Trends and Insights

Growing Investment in Smart-Grid / AMI Roll-outs

Advanced metering infrastructure programs generate sustained platform demand by flooding utilities with high-frequency usage data that legacy batch systems cannot manage. India's Revamped Distribution Sector Scheme alone targets 250 million installations by 2026, supported by USD 15 billion investment commitments. The design-build-finance-operate-own-transfer model shifts capital risk to service providers, guaranteeing recurring SaaS revenue streams for the utility billing software market. Each

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residential smart meter produces more than 35,000 readings annually, forcing utilities to favor cloud-native billing engines that scale elastically.

Rapid Shift Toward Cloud-First Utility IT Architectures

Oracle's cloud revenue climbed to USD 5.9 billion in Q2 FY2025-up 24% year on year-as utilities migrate customer information systems and tariff engines into multi-tenant SaaS environments. Cloud frameworks shorten new-tariff launch cycles from months to weeks, a critical advantage when regulators approve dynamic time-of-use pricing. Lower upfront costs enable mid-sized municipal utilities to access feature depth once reserved for investor-owned enterprises, expanding the utility billing software market footprint among long-tail customers.

High Upfront Integration and Data-Migration Costs

Legacy CIS conversion often consumes 40-60% of project budgets because decades-old records require cleansing and schema alignment. Small public-power utilities serving fewer than 50 000 customers lack dedicated IT staff, pushing them toward external consultants that double total implementation expense. These cost hurdles delay modernization unless offset by subscription-based SaaS alternatives, a trend that nonetheless shifts expense from capital to operating budgets.

Other drivers and restraints analyzed in the detailed report include:

Compliance Pressure for Itemised, Near-Real-Time Billing AI-Based Anomaly Detection Reducing Non-Technical Losses Escalating Cyber-Security and Data-Privacy Risks

For complete list of drivers and restraints, kindly check the Table Of Contents.

Segment Analysis

Cloud platforms captured 43.62% of 2025 revenue and will post a 13.52% CAGR to 2031, underscoring their status as the primary growth engine for the utility billing software market. On-premise implementations persist among large investor-owned utilities with sunk-cost datacenters, yet expansion remains muted. Hybrid rollouts act as bridge architectures, allowing regulated utilities to protect sensitive customer data on-premise while scaling meter-data crunching in public clouds.

Cost elasticity and always-current feature sets explain why municipal operators pivot toward SaaS. MuniBilling reports rising demand from water districts seeking real-time reporting without hardware refresh cycles. Oracle Cloud Infrastructure's 52% revenue jump in fiscal 2025 illustrates enterprise-scale migration momentum, reinforcing the role of hyperscalers in the utility billing software market.

Electricity distributors held 40.41% revenue share in 2025, reflecting legacy complexity and mandatory smart-grid investments. Telecommunications utilities, however, lead growth at 12.71% CAGR as 5G rollouts demand convergent charging systems that reconcile data, voice, and energy services on a single invoice. Water utilities trail due to slower smart-meter penetration, but present stable replacement demand.

Real-time rating engines originally built for telcos-such as Neural Technologies' platform-are now repurposed for time-of-use energy tariffs, widening addressable functionality. This convergence bolsters the utility billing software industry as cross-sector operators seek unified customer journeys.

The Utility Billing Software Market Report is Segmented by Deployment Mode (On-Premise, Cloud, Hybrid), End-User Industry

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(Water Utilities, and More), Utility Type (Electricity, Water, and More), Billing-Function Module (Customer Information System, Meter Data Management, and More), Organisation Size (Investor-Owned Utilities, Municipal, and More), and Geography. The Market Forecasts are Provided in Terms of Value (USD).

Geography Analysis

North America generated 37.62% of global revenue in 2025, anchored by advanced regulatory frameworks and aging grid assets that mandate upgrade cycles. Widespread smart-meter penetration and state-specific transparency rules keep spending elevated. Canada's nationwide meter refresh and Mexico's distribution-sector reforms add incremental demand, though the United States remains the core revenue pool. Venture capital inflows into digital-first vendors underscore the region's maturity and its outsized influence on functional roadmaps.

Asia-Pacific posts the fastest growth at 10.02% CAGR, propelled by India's 250 million-meter program and China's AI-centric grid modernization. Government-led funding mechanisms lower procurement barriers, while aggressive timelines accelerate tender volumes. Japan's tariff liberalization and Australia's rooftop solar boom further expand the utility billing software market across the Pacific Rim.

Europe delivers steady replacement demand as utilities integrate high renewable penetration and comply with GDPR. Extensive prosumer settlements and vehicle-to-grid pilots in Germany, the Netherlands, and the Nordics elevate billing complexity. Stringent privacy rules lengthen procurement cycles but favor established vendors with certified data processes, fortifying competitive moats.

List of Companies Covered in this Report:

Oracle Corporation SAP SE Hansen Technologies Limited N. Harris Computer Corporation VertexOne, LLC Tyler Technologies, Inc. EnergyCAP, LLC Bynry Technologies Pvt. Ltd. Starnik Systems, Inc. MuniBilling, LLC Gentrack Group Limited Itineris NV Fluentgrid Limited Open International LLC Paymentus Holdings, Inc. ePsolutions, Inc. Utilibill Pty. Ltd. Jayhawk Software, Inc. Banyon Data Systems, Inc. Exceleron Software, Inc.

Additional Benefits:

The market estimate (ME) sheet in Excel format
3 months of analyst support

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