

# Moulton Niguel Water District

## Utilized SeamlessGov to Improve Customer Experience & Save Over 180 Hours a Year

### Streamlining MNWD: Bill Adjustment

Elaina and her team wanted to improve the customer experience and address the inefficiencies in their paper-based processes. They also knew they wanted minimum hassle. So, they partnered with SeamlessGov, an end-to-end form and workflow management solution.

Now, Moulton Niguel can do everything from turning PDFs into online forms within minutes to accepting eSignatures, and attachments to automating workflows after forms are submitted.

**The result: happier customers and employees.**

### The New Form SeamlessGov Web Form

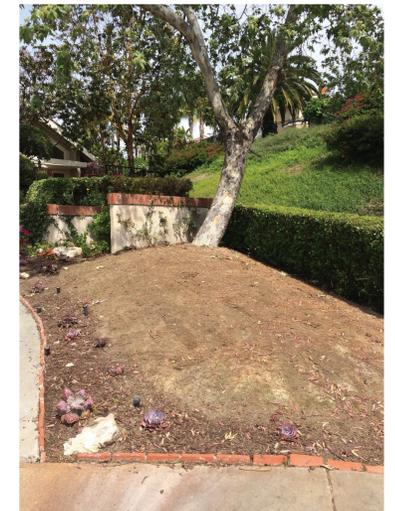
### Processing The Form SeamlessGov GRM®

### The New Process:

#### Together, Moulton Niguel + SeamlessGov:

Created new forms and workflows for Courtesy Bill Adjustments, Variances, Turf Replacement Projects, Engineering Internal Workflows, and Customer Service Internal Workflows.

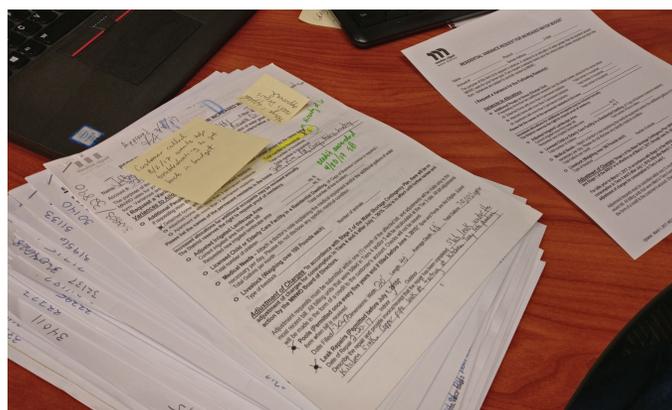
- **Created a 24-hour self-service portal.** Customers can submit and check on the status of forms at anytime.
- **Reduced errors and reworked forms.** By using a platform that can require and verify fields before submission, the team avoids work associated with incorrect submissions.
- **Reduced application processing time by up to 90%.** Customers used to wait up to 2 weeks for completed variance applications. By splitting the forms into several workflows and with the reduction of inefficiencies, applications are complete in as little as 1 or 2 days.
- **Up to 85% of forms processed electronically.** With another form provider, only 50% were submitted electronically and 100% were printed and processed manually.
- **Saved 180 hours a year.** With automated approvals and electronic workflows, the team eliminated inefficiencies weighing on staff time.



**BEFORE** Turf Removal Project



**AFTER** Turf Removal Project



**BEFORE** Paper-based

The form is submitted online and now about 95% of submissions comply with attaching the required receipt. This increase is due to being able to give better explanations and have requirements on the form!



**Elaina Hurst**  
Water Efficiency - MNWD