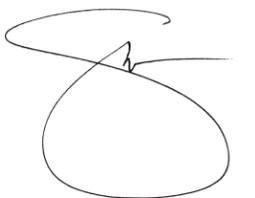


SCOTT BRIEFER DESIGN PORTFOLIO



UX/UI Designs :: Case Study



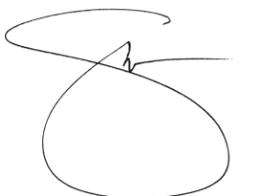
THE SITUATION

NV Energy (NVE) is Nevada's main energy provider. Service is divided by region: northern Nevada (gas and electricity), and southern Nevada (electricity only). In addition, consumers are categorized as either a residential or commercial customer with rates and services unique to each class.

In 2016, IBM was invited to reimagine NVE's digital presence. Historically, JD Power had been ranking their digital experience among the lowest in the industry. It was time for an overhaul.

Co-creating with NVE onsite in Las Vegas and Reno, Nevada, I led a team of Business Analysts, System Analysts, Researchers, Designers and Developers tasked to improve the online experiences: desktop and mobile devices. Together, using the IBM Enterprise Design Thinking framework, the team designed and helped develop a new vision. Ultimately, the project led to the relaunch of nvenergy.com.

Following are samples from the UX/UI wireframe document used to realize this project.



RESEARCH

Understanding NVE's core products and services, as well as the current user experience would be essential in defining sponsored users. Through research, including a series of focus groups, we were able to define multiple personas aligned with each customer class: residential and commercial. Throughout the process, findings were presented to key NVE stakeholders as a means for aligning IBM and NVE.

Meet Todd

Construction Worker

Energy charts, what the hell is all this?

43 Years Old, Single, No Children, Low Level, \$40,000/year, Renter - Apartment

STORY
Todd moved to Las Vegas from Little Rock, Arkansas for a job opportunity. He graduated high school but did not attend any secondary schools. He has a very good experience with NV Energy, but is naturally distrustful of big businesses. He would like more transparency and more of a relationship with NV Energy to understand what he is dealing with. He interacts with NV Energy mostly through the website; does not have the mobile or tablet app.

PAINPOINTS
• Confusing analysis (graphs and charts) on Account Summary dashboard
• Not enough information/transparency around cause of outage, outage map is confusing
• Call center wait time is very long
• Call center staff are not helpful
• Not enough previous balance and payment history information in MyAccount
• Not enough help from NV Energy when he is having difficulty making his payments
• Gets different information from different call center agents - causing distrust
• Not aware of any programs around how to save energy because the only communication comes via pamphlets with the paper bill

LIKES
• Easy to navigate website
• Easy access to MyAccount
• Has sometimes paid at kiosks - they're simple and easy to use

WISHES
• Personalized homepage
• Extension for payment
• Transparency in business (newsletters)
• More options but hasn't had them stated out more

Meet Jose

Truck Driver

If I know where to go to lower the bill I will go there.

35 Years Old, Single, 2 Children, Low Level, \$25,000/year, Renter - Apartment

STORY
Jose is a single parent. He graduated high school with a GED, and has had many mortgages in life. He does not have a bank account, but has a physical side in his apartment. He often has trouble paying his bill and has a huge distrust of NV Energy.

PAINPOINTS
• Lack of money saving programs
• On a fixed income - difficult to find money to pay bills every month (bills are due and other obligations to help pay the bills)
• Equal Pay Program has no grace period - has been kicked off program for missing payments
• NV Energy customer service agents hang up when he says he is a renter (only wants to speak to a manager)
• Feeling that the bill is depressing and he does not want to deal with anything else, so pamphlets that come with the bill are useless
• Would like NV Energy to call him and try to work with him on how to save on his bill, but at the same time not sue the truck driver

LIKES
• Likes knowing bill amount every month on Equal Pay Program

WISHES
• Customer service standard at kiosks would give him money saving tip pamphlets
• Receive money saving pamphlets via mail separate from bill
• Wants smart thermostat but not available for apartment renters

Meet Corina

Nurse

There is a lot going on, a lot of stuff do not need.

38 Years Old, Single, No Children, Middle Level, \$70,000/year, Renter - House

STORY
Corina is a young, college-educated professional. She is not looking for a "relationship" with her electric services provider, she just wants to pay her bill every month and find ways to save. However, penetration and feeling valued is important to her. She interacts with NV Energy mostly through the website; does not have the mobile or tablet app.

PAINPOINTS
• The information she needs (bills, outages, ways to save) is not readily visible to find
• Outage map is confusing and doesn't auto-refresh, "under investigation" is kind of a bummer
• Does not want to search through website to find programs around how to save money and does not receive much communication from NV Energy (and if she does, promotions are not targeted - "Why am I receiving senior care promotion?")
• Impersonal website experience - upon log in wants to see her address displayed and only residential information (not interested in business, community and environment etc.)
• Website is very cluttered, too much content and no call to action
• No way to get back to the main site from MyAccount navigation page
• Website is difficult to navigate - lots of redundant buttons and links
• Contact page is confusing - number is hard to find - "They don't want you to call them"

LIKES
• Easy service setup via automated call system
• Reliable service

WISHES
• More money incentive to go paperless
• More obvious calls to action on the website
• Customizations she needs should be called out more (personalization and status of an account)
• "Smart" meter system (not tips and programs on homepage)
• Equipping smart meter and possible - smart meter
• Ability to schedule payment based on her income

Meet Lori

Computer Programmer

If there are savings programs, I think they should be highlighted on the website.

60 Years Old, Married, 3 Children, Middle/High Level, \$90,000/year, Own - House

STORY
Lori is a mom and grandma. She is highly educated and although she enjoys working she is looking forward to retirement in a few years. She has not had any bad experiences with NV Energy and is generally pleased. She is environmentally conscious, but still likes to receive a paper bill because it gives her a reminder to pay forms got lost. She is a power user, interacting with NV Energy via all channels (web, mobile site, and app).

PAINPOINTS
• Content for a savings program and multiple pages, number is hard to find
• Logging into Eco Factor site is very difficult (button is hard to find and takes multiple clicks)
• Register Eco Factor user, you have to submit upon login - "Do you even know who I am?"
• Took 5 minutes to find the "Off" button on Eco Factor site - "What the hell did I do to get to the screen. How would you expect to click the button to turn off?"
• Website has too much content and navigation button names are confusing
• Outage map is confusing - green dots are misleading
• Transferring service requires a deposit. Her old address still comes up when she logs in, has to choose new address before she can do anything else
• Website forms, buttons, and links are too small, has to zoom in a lot (prefers using app)
• Inconsistent content between app and website
• Likes concave banner but thinks a straight show program that can save her money (not obvious that banner is clickable)

LIKES
• Programming smart thermostat via phone
• Added up phone during outage and received timely updates
• Energy usage graph
• Equal Pay Program
• Smart meter
• Duplicated navigation across the page
• Transferring service online is seamless

WISHES
• Stop sending envelope with her bill
• Website and "Welcome Lori"
• A button on her account info to customize what she gets in her paper bill
• Ability to save certain things to read later, like smart
• Things she needs at the top (bills, outage, programs) and other info at the bottom

Meet Tanya

Casino Marketing

The app is good just to pay, but to get in deeper you need to call or use the full site.

38 Years Old, Married, 2 Children, Middle/High Level, \$100,000/year, Own - House

STORY
Tanya is a very busy mom and career woman. She holds a college degree, as well as an MBA. She prefers using self-service channels, but does not have time to search for information. She is looking for a simpler, more intuitive and targeted experience. She interacts with NV Energy through the web and app on her tablet; does not have mobile app.

PAINPOINTS
• Money saving programs are not readily visible/does not have time to search for them
• Website is difficult to navigate and has too much content; does not think the current site is useful - would not log in to use NV Energy just wants to pay bill
• The current app and website experience is inconsistent - "When you make the app, make it the same way you make the website as if my account information is the same."
• Change make it confusing, show green dots every payment screen
• High rates - she thinks because NV Energy is the only energy company out here, they may charge more for energy
• Too much analytics (graphs and charts) on Account Summary dashboard - "All these charts are not for a business"
• Does not like automated call system, prefers to speak with representative automatically
• Equal Pay amount change too quickly and the web not receive explanation
• Tablet version does not have the MyAccount dashboard

LIKES
• Receiving texts and emails from NV Energy
• Flexible adjustments with smart thermostat
• Equal Pay Program
• Total Amount due is very clearly displayed
• Daily usage chart

WISHES
• Personalized money saving tips/programs via mail
• More obvious search tool on website - "make it 100% simple"
• More down engaging background, more eye catching sections of the site to draw her attention
• Ability to schedule payment based on her income with her paycheck

Meet Tomás

Real Estate Rental & Leasing

With all this content it feels like this website is more about them (NV Energy) than me.

40 Years Old, Single, No Children, Low Level, \$100,000/year, Own - Apartment

STORY
Tomás owns various real estate throughout Las Vegas (condos, office buildings, etc.) He graduated high school and received an Associate degree from a local community college. He has had very limited interactions with NV Energy and is overall pretty satisfied with his experience. He interacts with NV Energy mostly through the website; does not have the mobile or tablet app.

PAINPOINTS
• Website is overwhelming, some buttons are too small - "It's too busy, too much going on, on the page. I just look like there is so much there I guess me a headache."
• Website has a lot of content he doesn't need - "I'm going to this site, I already know what I need. Give me what I need to get... It's an electrical company, they need to know all this other stuff!"
• Information for needs is not readily visible - "Payment and Billing is the most important, that needs to be highlighted in red."
• Outage map is confusing - thought the green dot showed his location, couldn't find legend
• Likes the graphs and analysis on the Summary Dashboard but not sure what the information represents, would like one graph per page and better explanations
• Frustrated that "Contact Us" doesn't show phone number, have to click through more pages
• Likes the Energy Tip Page, but wants the business tips to be separated from residential (logged in the money saving tips to be automatically displayed right after you pay your bill)
• Wants to know how much money a concession tip will save him - "Like the 18 year lease or so for you can't pay, how much that really going to save me?"
• Difficult to find programs - "If NV Energy made it easier for me to learn how to save some money, I would probably use them."

LIKES
• Receiving texts from NV Energy
• Personalized, simplified web experience
• Remote adjustments for smart thermostat
• Information around cause of outage

WISHES
• Personalized program communications via text
• Reusable tips on how to save money on energy
• Information around cause of outage

Meet Sarah

Account Manager - Data Center

Why the hell can I not send it by email?

38 Years Old, Single, 1 Child, Middle/High Level, \$70,000/year, Renter - Apartment

STORY
Sarah has one child that her five receives around. She has an account management. She works at the data center headquarters and of her home office when her child is at school. She uses her experience from NV Energy to help her manage the data center.

PAINPOINTS
• Needs more internet data to know when to run larger equipment
• My Account does not show peak times and the usage data
• My Account runs so slow it is almost unusable, Sarah has too many account one customer ID
• Sarah has to submit requests for new electrical grid designs by fax. There is confirmation, and sometimes NV Energy does not receive the request mail but behind schedule.
• Has to fax requests for energy inspections on new properties or to take a new office for lease.
• Summary billing makes it so Sarah cannot view her bill until the last property ready due to summary billing.

LIKES
• Personalized search needs

WISHES
• More communication from NV Energy when abnormal spikes in energy usage occur
• Contacted data (personalized and business)
• More billing and payment options (receive via email)
• Personalized web experience

Meet Mark

Accounting Manager - Casino

I like that I can see my energy usage right after a convention, instead of waiting until the end of the month

47 Years Old, Married, 1 Child, Middle/High Level, \$100,000/year, Own - Condo

STORY
Mark is married with one child. He attended college and received an MBA and a degree in Accounting. He works fast and long hours to ensure the bills come get too high and that they get paid on time for a major casino. He primarily works with NV Energy and his wife to ensure the casino is running as peak efficiency.

PAINPOINTS
• Needs more energy analytics data to know when to run larger equipment during peak times
• Needs more data about the solar energy used
• Has multiple customer IDs, which means multiple logins for My Account. Gets data for selected accounts sent to them through an FTP client.
• Has to call in to NV Energy to set up an FTP client in order receive data on new accounts
• Concerned about security, does not want competition access to internal data
• NV Energy bill is a PDF, making it a third party vendor that handles payments to type it manually. Prefers if the bill states their system automatically

LIKES
• Likes knowing bill amount at any given time, to better judge how energy was spent for specific events
• How fast and attentive NV Energy's Account Managers are at fixing problems

WISHES
• Has to call in to NV Energy to set up an FTP client in order receive data on new accounts
• For better interval data for solar to make more informed choices of when to use certain equipment
• NV Energy worked better with third party vendors

Meet Olu

Catering Business

I search for what I need. Navigation was before 3 kids

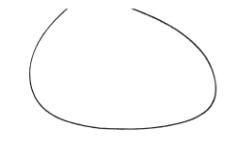
37 Years Old, Married, 3 Children, Low Level, \$80,000/year, Own - House

STORY
Olu is a mom and business owner - her time is her most valuable asset. Although she prefers using self-service channels, she does not have time to search for information. She is looking for a simpler, more intuitive and personalized experience. She interacts with NV Energy mostly through the website; does not have the mobile or tablet app.

PAINPOINTS
• Website is difficult to navigate - "Mass amounts of buttons on the top, sides, and bottom"
• Have all the extra content on the website, wants to do her business on the site in under three minutes - "I don't have time to sit down through this."
• Website is too cluttered - hard to read (there are too small)
• Impersonal search results - "Since the site isn't a business center it should focus on giving me business results instead of residential."
• Like the daily usage graph, but doesn't understand it completely - wants to be able to change it to weekly or monthly usage, and compare side-by-side to previous weeks, months, and years
• Outage map - green dots are confusing and could not find the legend. If she knew she could report an outage online, she would have used that instead of calling - she prefers to go online
• Website is not engaging - "It's too simple, too bland. It's a big business, I expected a better site."
• Pricing concave banner does not provide any meaningful information - "What are the costs? I don't pay bills in coins. That's the wrong thing to put there."
• Doesn't feel her experience is personalized or that NV Energy cares - "NV Energy only cares about increasing their energy sales."

LIKES
• Total communication around outage information
• Ability to schedule with smart thermostat
• The use of a mobile app - now that she knows about it, will use it
• Reliable service

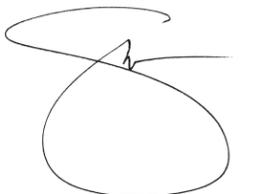
WISHES
• Personalized search needs
• More communication from NV Energy when abnormal spikes in energy usage occur
• Contacted data (personalized and business)
• More billing and payment options (receive via email)
• Personalized web experience



DESIGN THINKING

As a member of IBM Enterprise Design Thinking Leadership, in addition to my Creative and Project Direction, I was asked to facilitate a series of workshops designed to:

- Define Sponsored Users
- Explore current pain points
- Envision opportunities for delightful/transformational experiences
- Prioritize those experiences based on core NVE initiatives
- Align key stakeholders
- Illustrate Journey Maps for each persona
- Define the Road Maps towards the future state.



UX/UI DESIGN PRINCIPLES :: Clean · Simple = White Space

Common sense, validated by our research and the workshops, we understood that users came to nvenergy.com primarily to pay their bill. Other services would be a part of the experience, but nothing came close in importance as that one essential experience.

We also understood, that users weren't coming for the aesthetics, or to be 'entertained'. With this in mind, we knew our fundamental creative principle would have to be ease of use. Respecting the user's time by removing clutter and relying on core UX truths would ensure that the the site would provide the best possible experience.



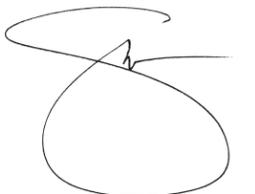
SCOPE

I have included here a part of the table of contents for one of the 4 UX / UI documents created to realize this digital experience. the Authenticated User experience as a means to show the breadth of the site and the multitude of ‘experiences’ available to the user.

In total there were 4 separate UX/UI documents required to Develop this digital experience: Non-Authenticated User Web, Non-Authenticated User Mobile (responsive), Authenticated User Web, and Authenticated User Mobile.

In total over 2,000 screens were drawn and annotated!

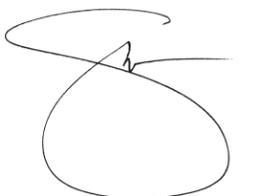
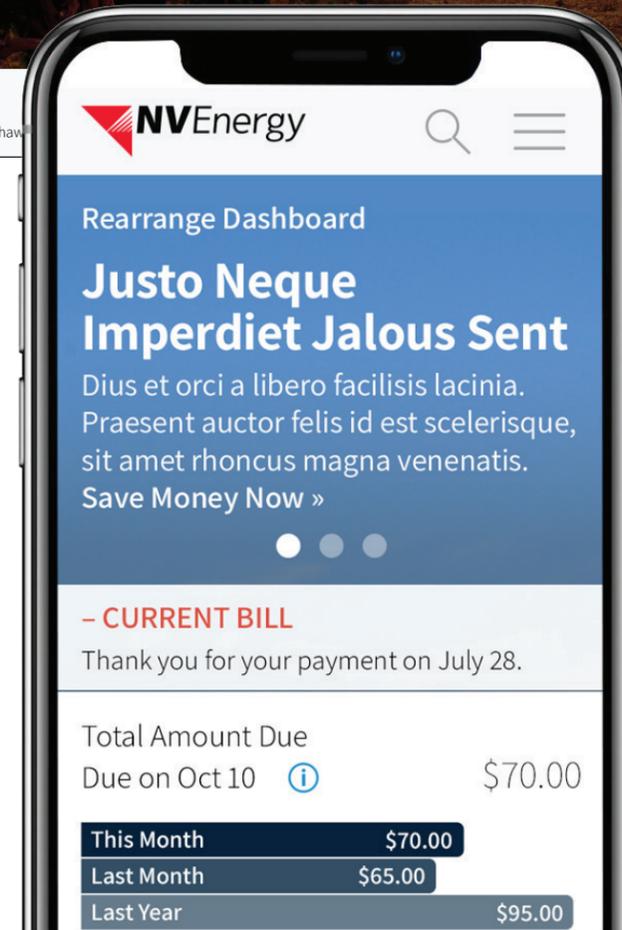
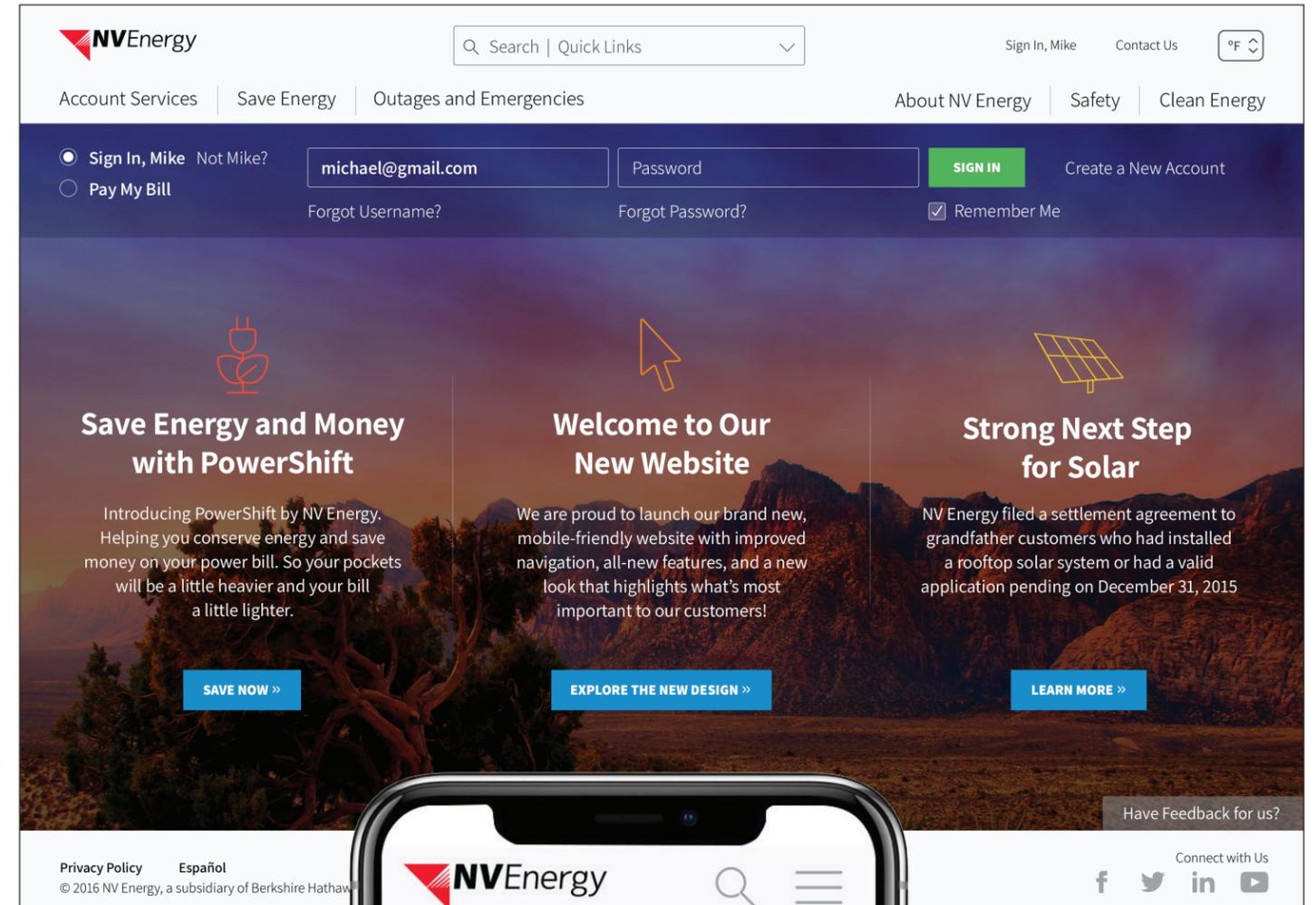
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HOME

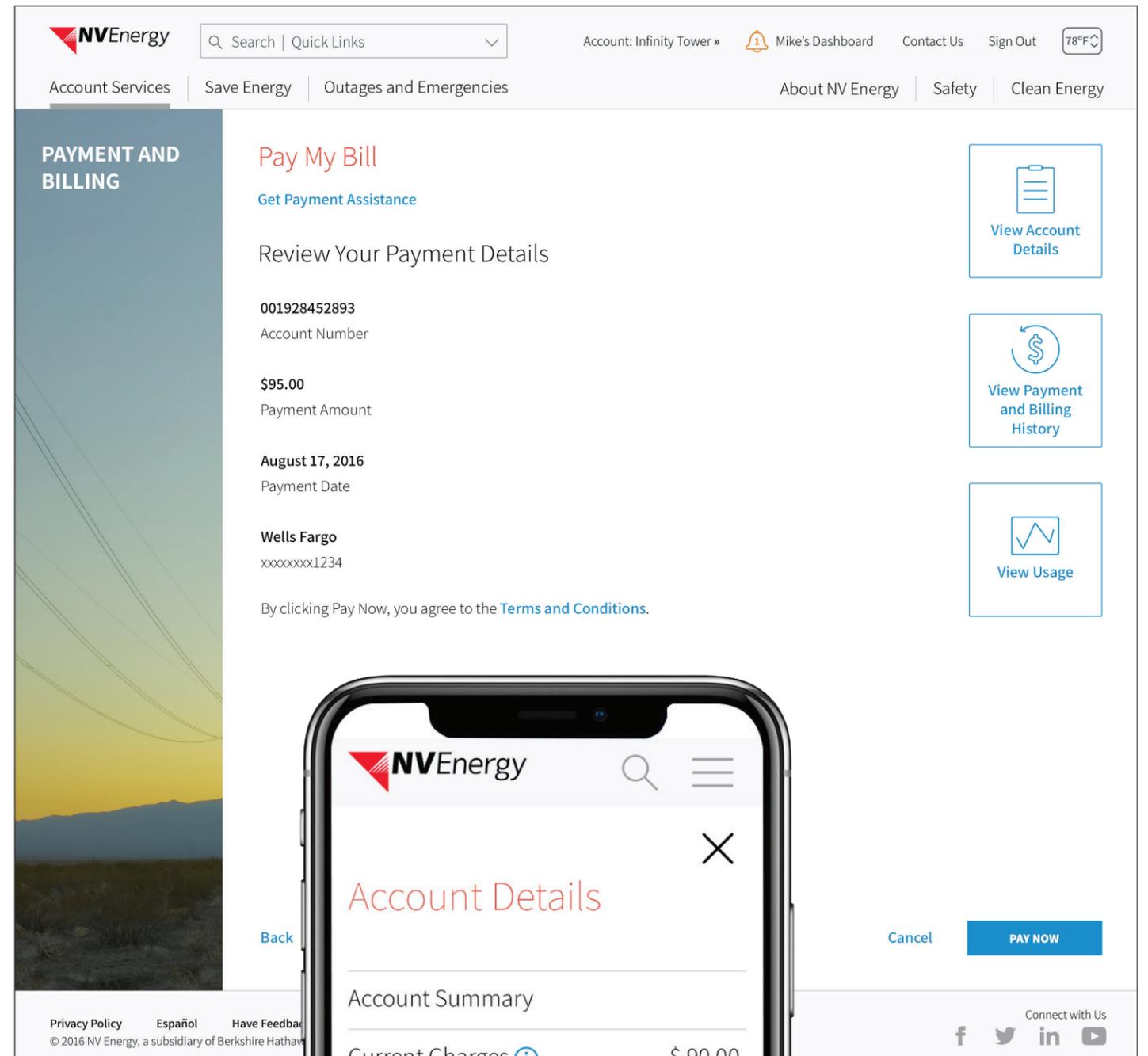
The home screen, as the face of the new NVE digital experience would be one of the few places where visual excitement would function to support the brand and its core values. Even so, direct links to “Pay Bill” are front and center.

We also understood that in addition to residential and commercial users, there would be another group of visitors: non-customers seeking information. With this in mind, we developed both an “Authenticated User” and Non-Authenticated User” experience, each with their own mission.



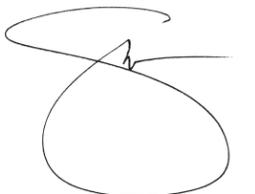
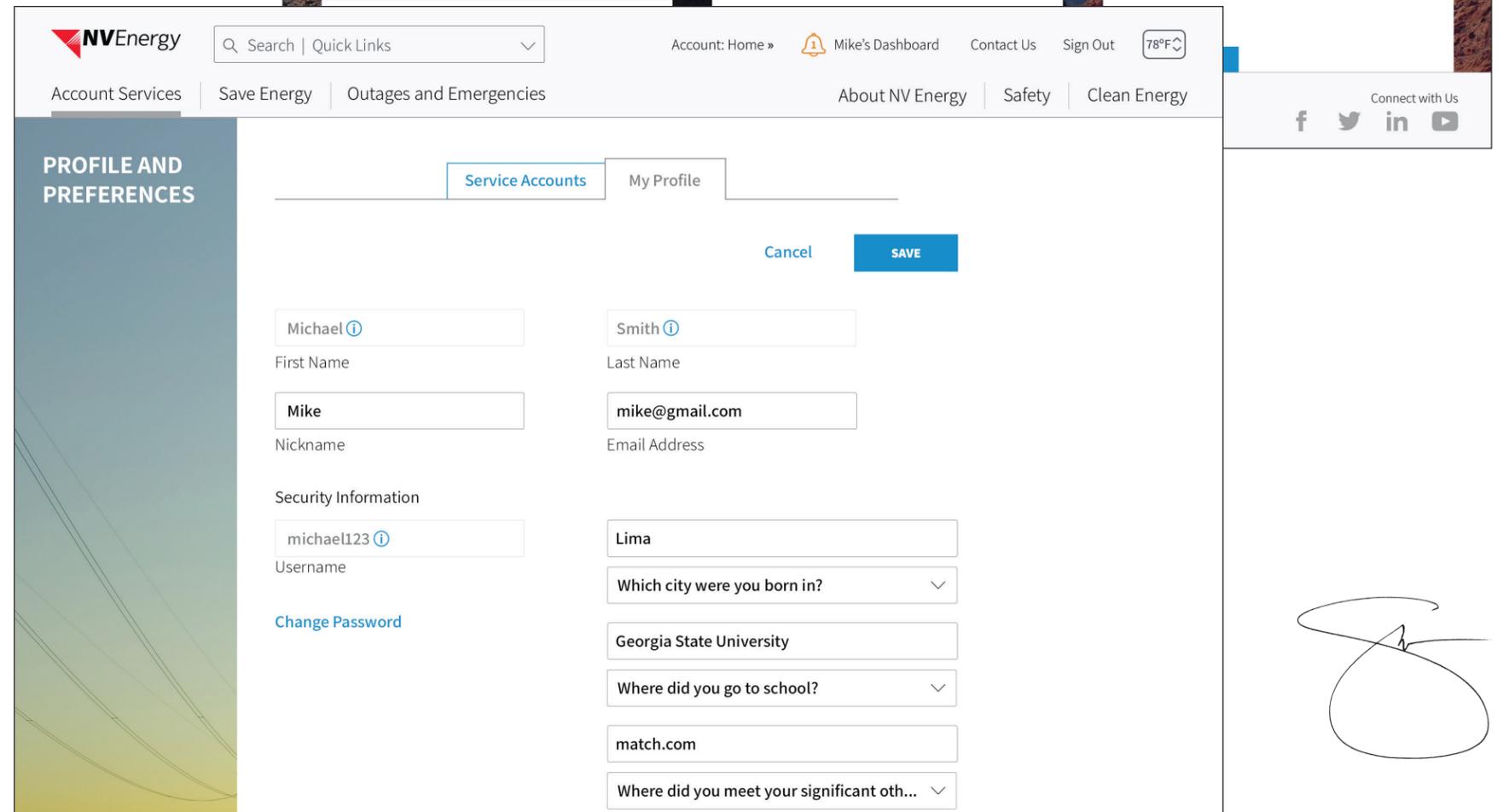
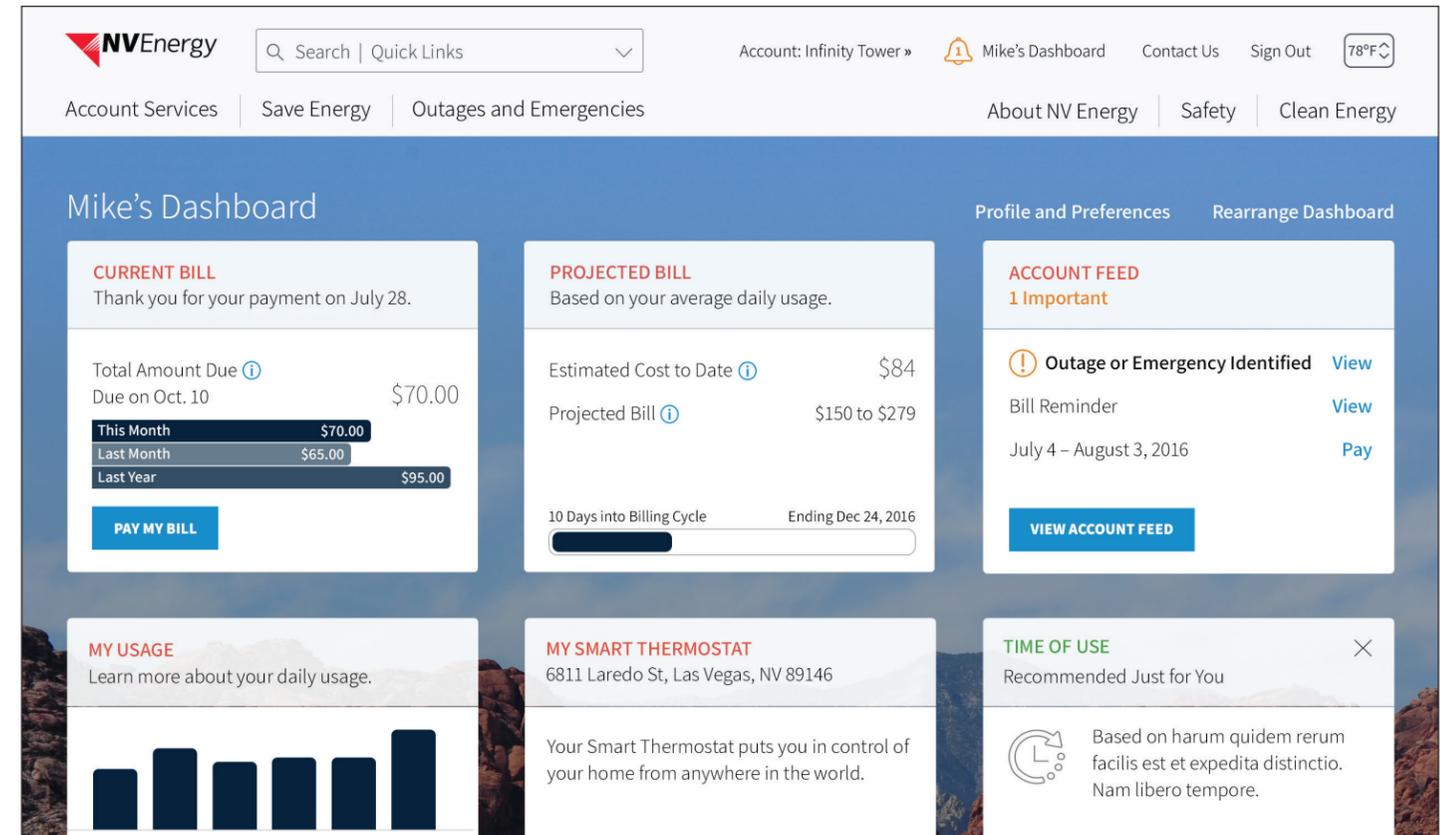
PAY MY BILL

Key screens from the Pay My Bill section are shown in the following sample screens to give you a better understanding of how we simplified the core user experiences.



PERSONALIZATION

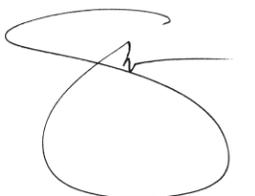
Although we were able to define multiple personas, each user is a unique individual with their own preferences. As such, we designed a series of innovative features, including Dashboard and Profile sections, which configured themselves by understanding usage patterns, or by allowing the user to define.



OUTCOME and RANKING

nvenergy.com launched a little over a year after we started the journey. NVE was thrilled with the collaboration and IBM continues to be an important technology partner.

That year, JD Powers industry ranking of all US utility websites went from 17 to 2! (We believe we should have been #1.) Best of all, customer satisfaction was profoundly improved.



NV Energy Digital Experience

UX/UI Designs :: Web

May 5, 2017

 IBM
Interactive
Experience



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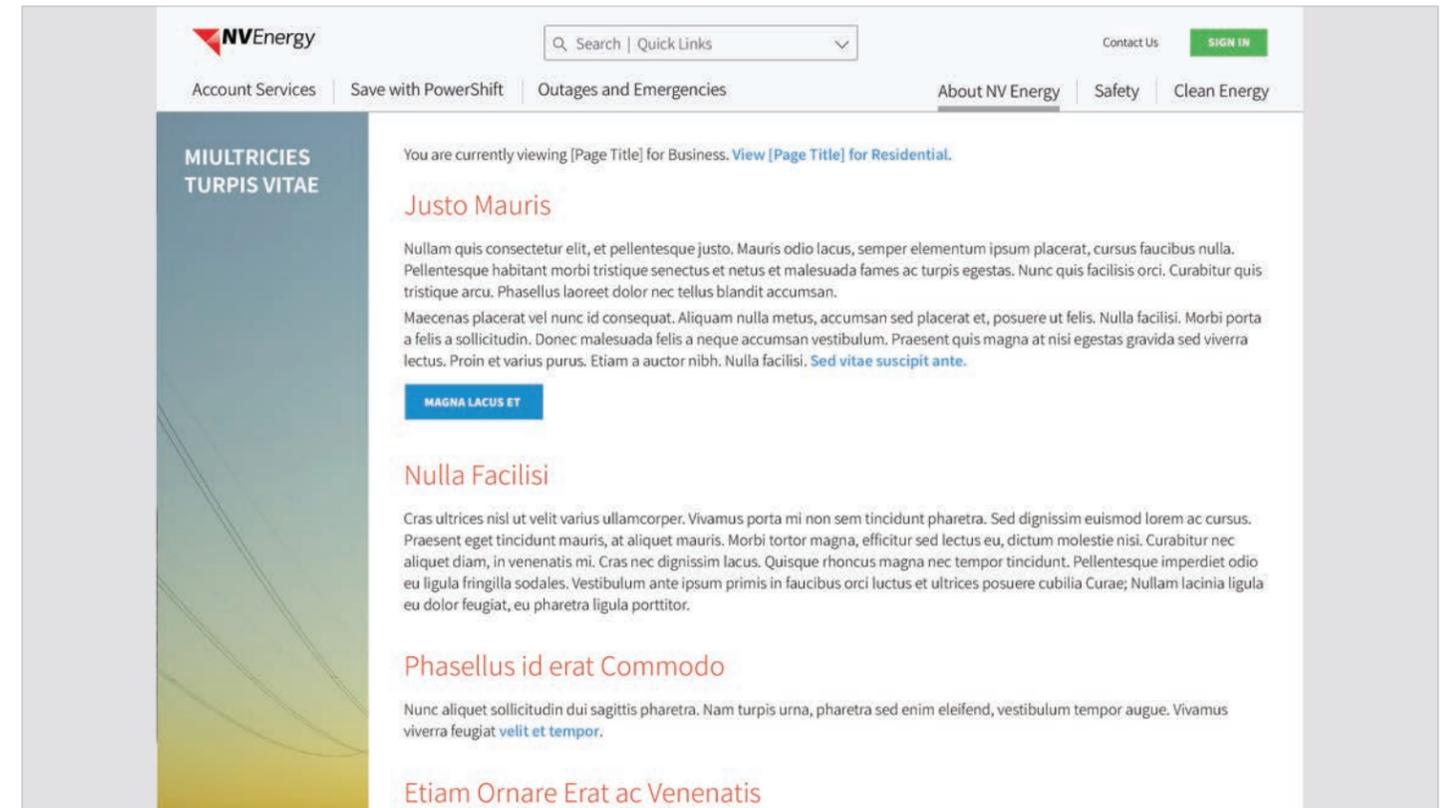
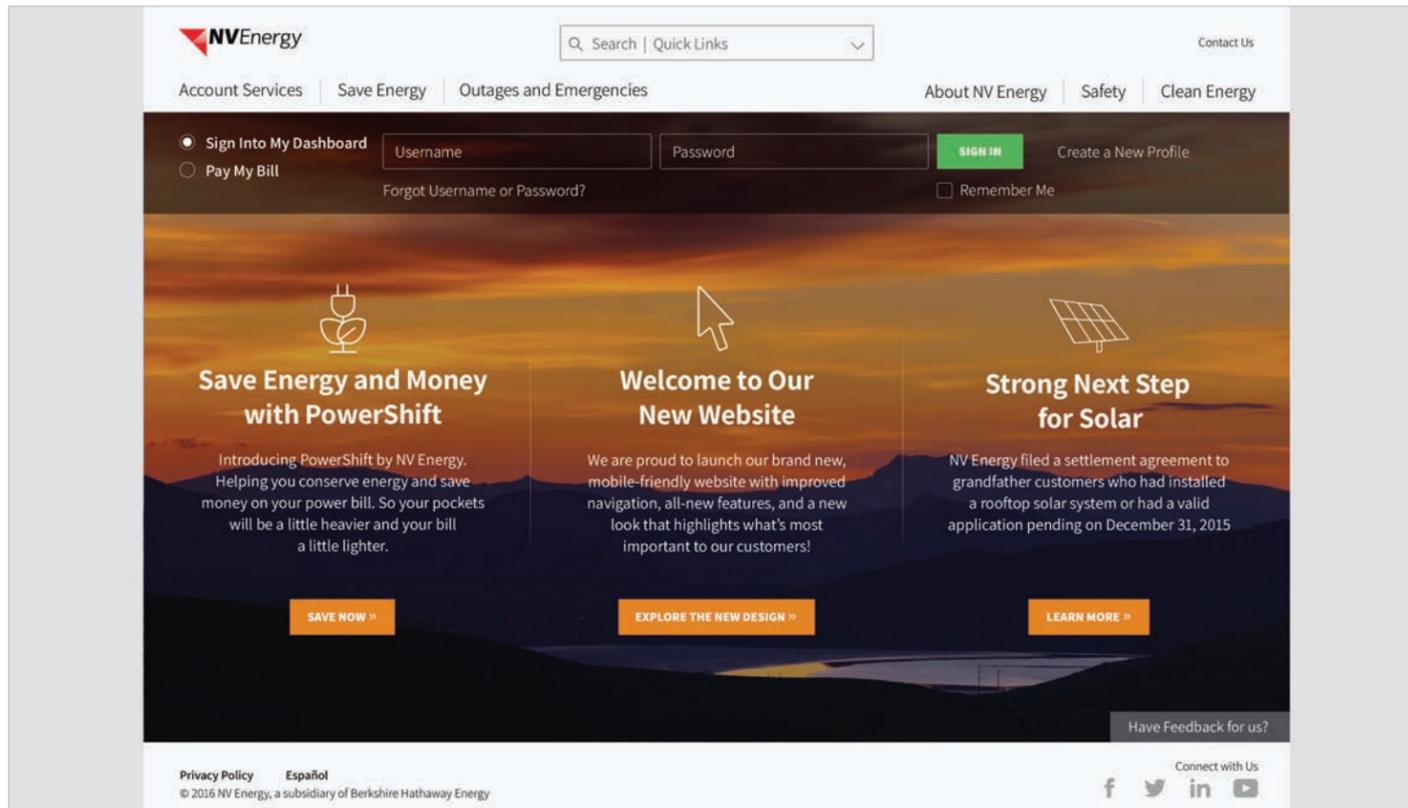
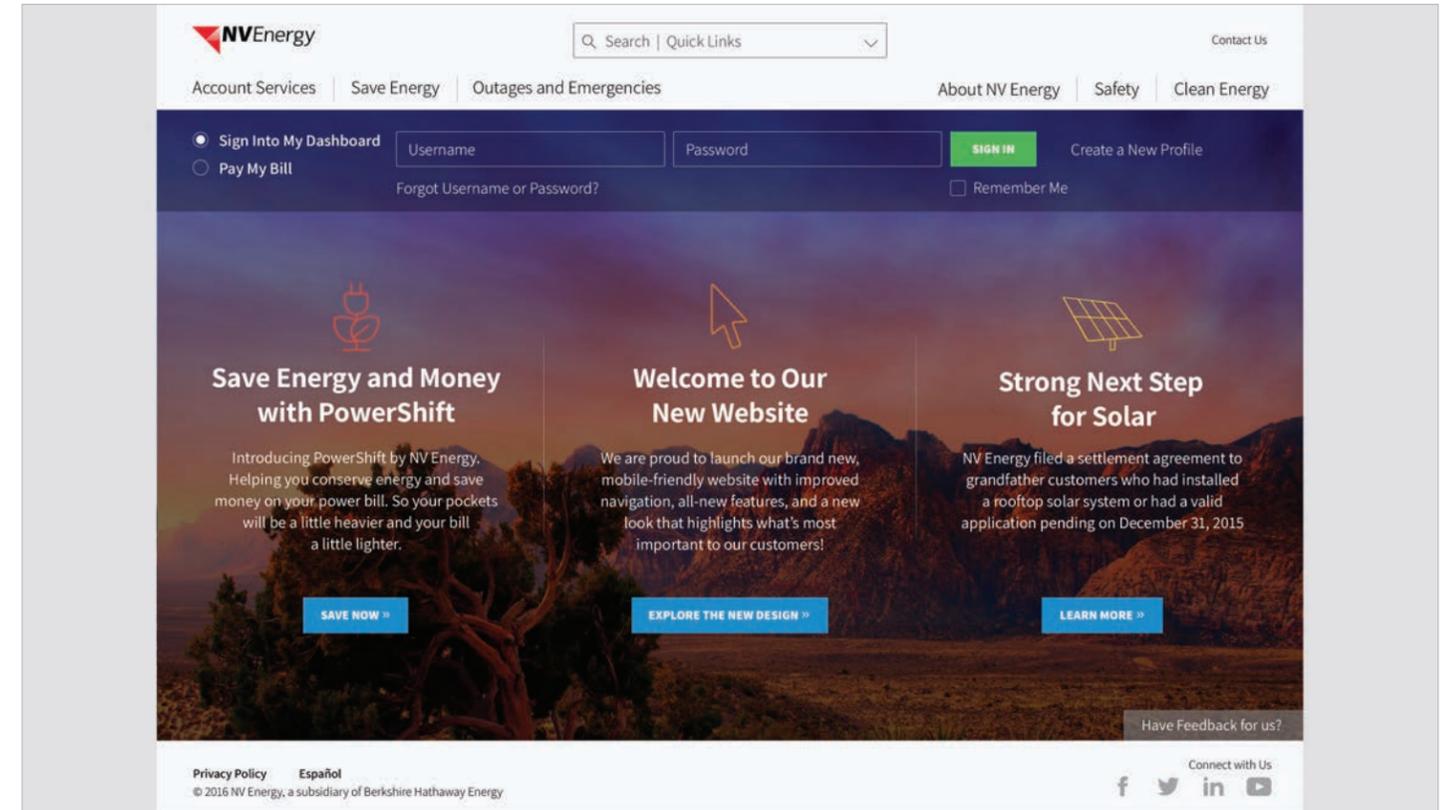
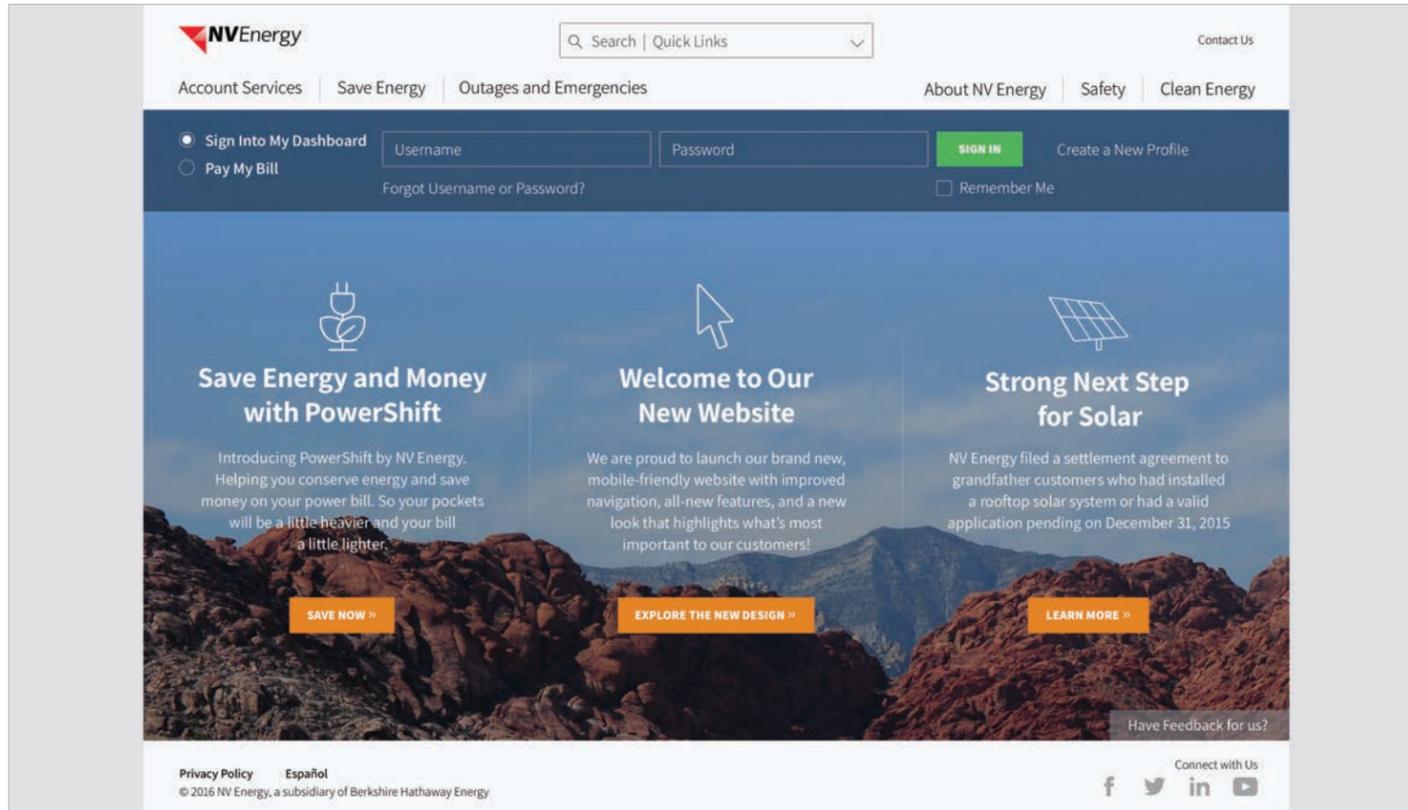


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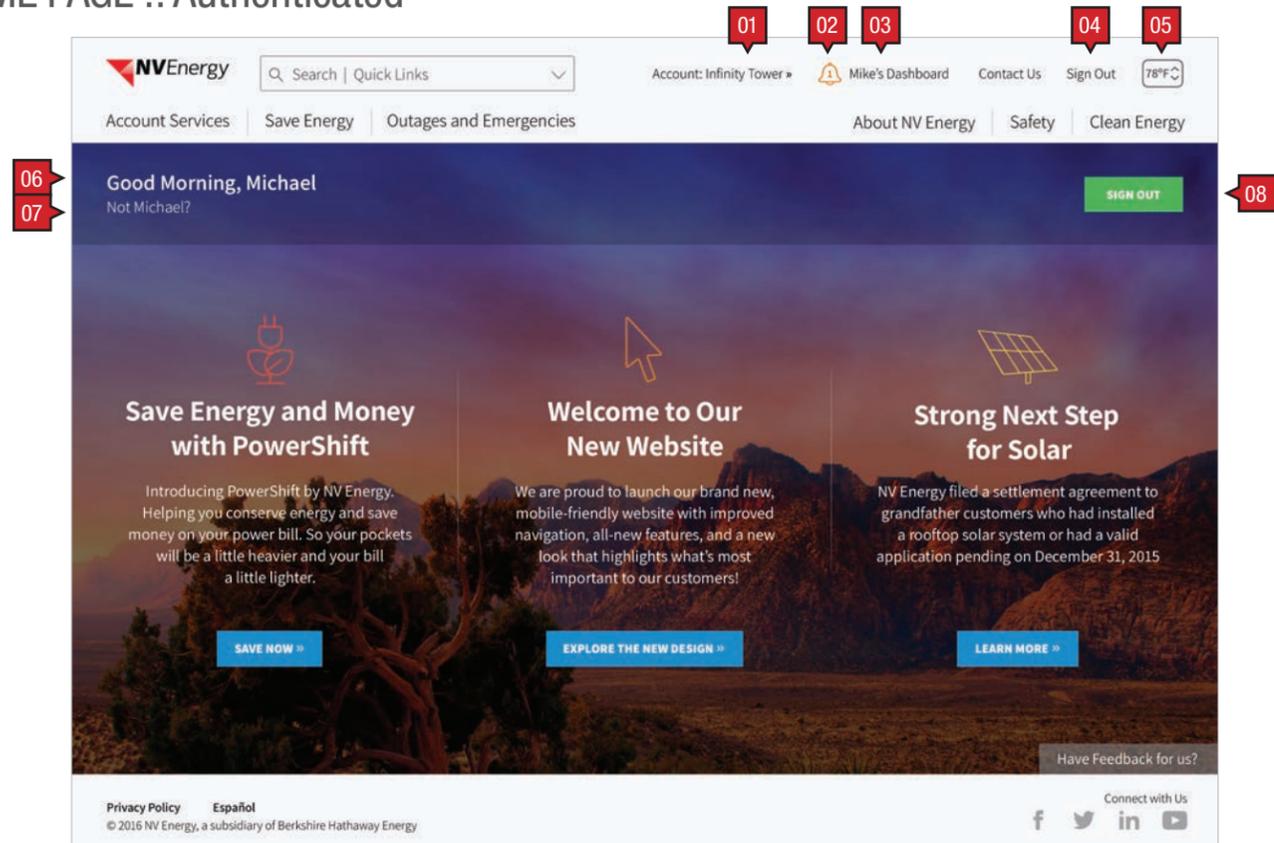
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BROWSER SIZE :: Showing Border for Browsers Larger Than 1280



HOME PAGE :: Authenticated

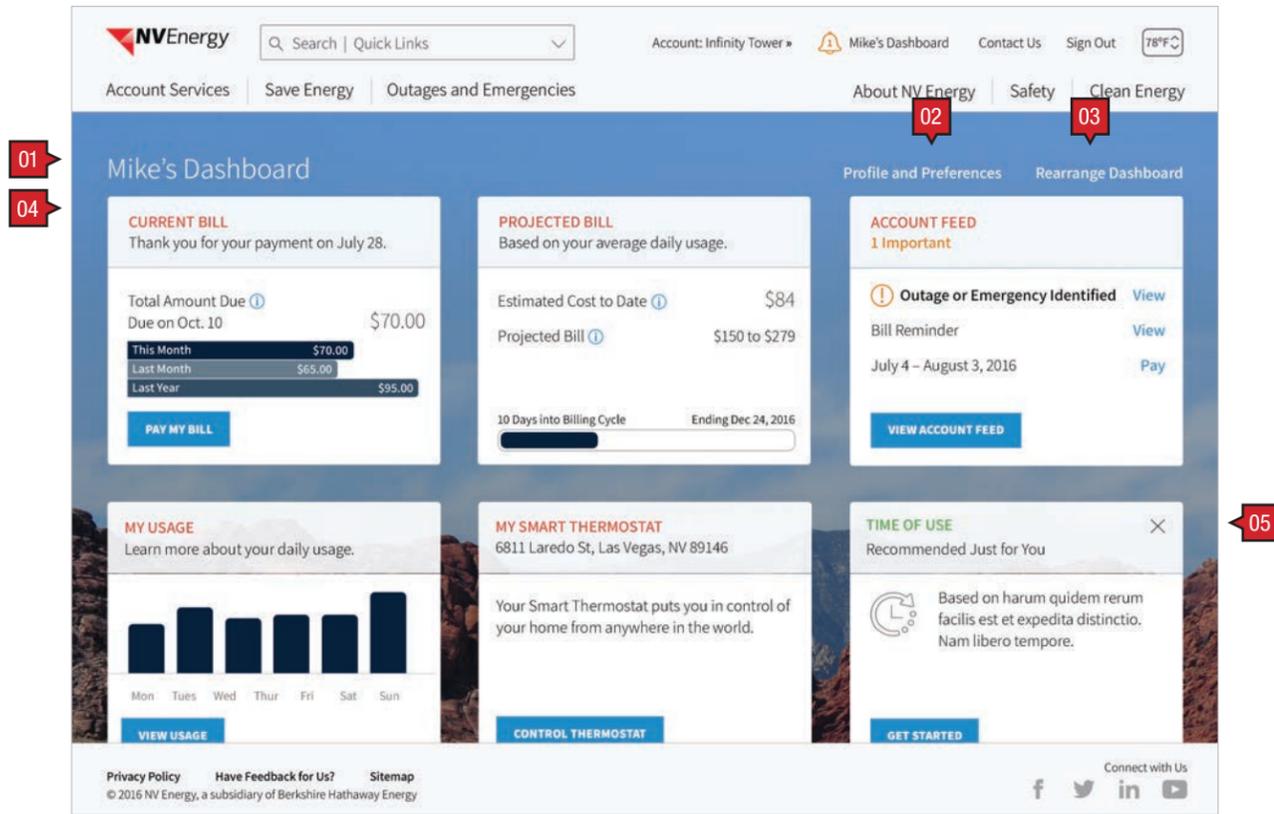


Screen Context / How the User Got Here / Screen Notes

User returns to the home page after being authorized.

	Description	Interaction	Notes
01	service address drop down menu	OnClick/Tap the drop down menu shows all service addresses associated with this account. User has the option to choose the service address they wish to be the focus of their inquiry.	Default is to the primary service address as specified in the Preferences.
02	important notification link	OnClick/Tap takes the user to the Message Center.	Number refers to the number of important notifications.
03	personalized dashboard link	OnClick/Tap user is take to the MyAccount Dashboard.	Link is personalized with the user's nickname.
04	"Sign Out" button	BAU.	
05	EcoFactor button	OnClick/Tap opens the Smart Thermostat frame.	Temperature defaults to the default thermostat associated with the chosen service address.
06	personalized greeting	None.	
07	"Not [nickname]?" link	OnClick/Tap ends the session and offers the user the opportunity to sign in.	
08	"Sign Out" button	BAU.	

DASHBOARD :: Landing | On Scroll



Screen Context / How the User Got Here / Screen Notes

User has signed on and is taken to their MyAccount Dashboard.

Description	Interaction	Notes
01 personalized greeting	None.	Header: [nickname]'s Dashboard
02 "Profile and Preferences" link	OnClick/Tap user is taken to the "Profile and Preferences" page.	
03 "Rearrange Dashboard" button	OnClick/Tap user can personalized the order of many of the dashboard tiles (see following page).	Default position for tiles is based on dashboard usage and reflects the user's most common 'experiences' when signed in. Next best actions (NBAs) hold the right column unless the user releases them with their close button(s). NBAs that are closed are replaced by those below that are still opened.
04 dashboard tiles	See each tile.	
05 next best action tiles		

First time default:

- FIRST ROW
- My Bill
 - Project Next Bill
 - Message Center

SECOND ROW

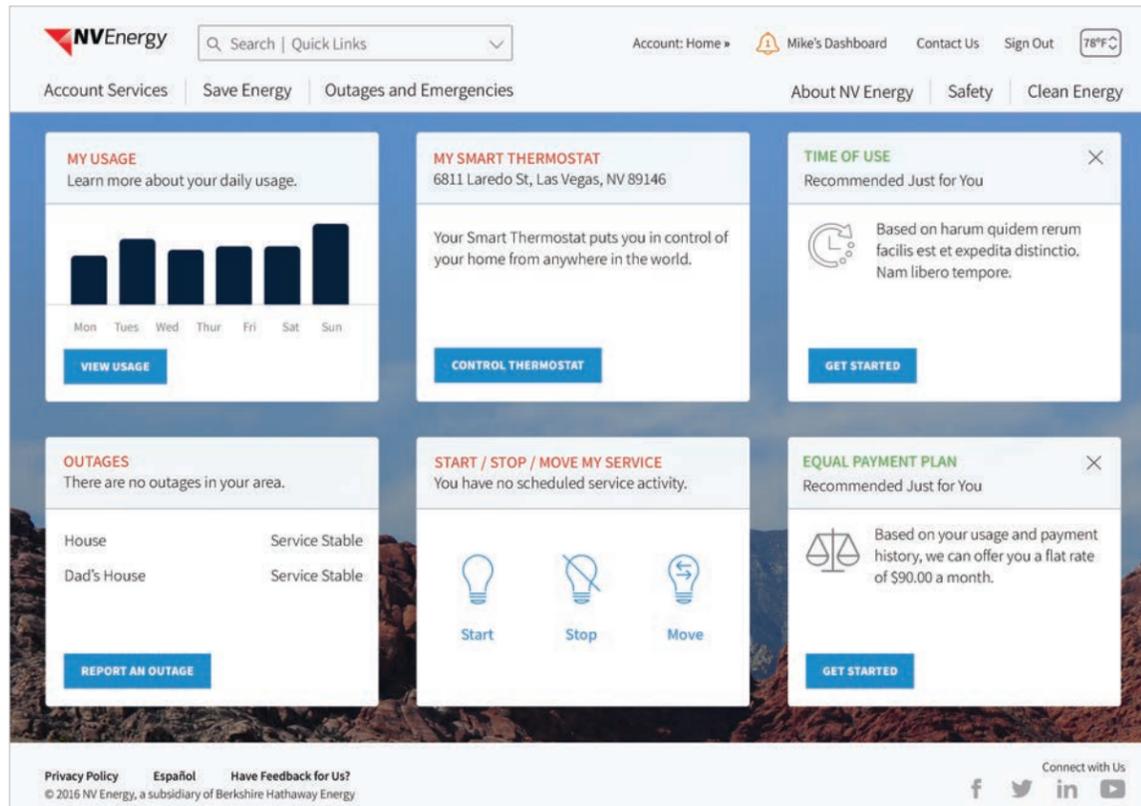
- My Usage
- My Thermostat
- NBA

THIRD ROW

- Outage
- Start/Stop/Move Service
- NBA

FOURTH ROW

- NBA



SERVICE ACCOUNTS :: Landing :: Choose Primary Account / Select an Account

Screen Context / How the User Got Here / Screen Notes

User has clicked on Profiles and Preferences from MyDashboard.

Description	Interaction	Notes
01 "Service Accounts" tab	BAU.	
02 "My Profile" tab		
03 primary service account radio buttons	OnClick/Tap of radio button, account selected becomes the primary account. It is moved to the top of the list where it is highlighted in gray.	List is sorted first alpha by nickname. Those service addresses that don't have a nickname are sorted alpha by street address and if needed by street number.
04 Edit Nickname	OnClick/Tap user can add/change the nickname associated with each service account.	
05 selected service account	OnClick/Tap of either the "+" / "-" (expand/collapse) icon or the service account nickname ("Home" in this image), the container toggles between its expanded and collapsed states, and the service account becomes selected. The selected state is reflected in the orange border as well as the button in the masthead: "Account: Home".	

SERVICE ACCOUNTS :: Pagination

The screenshot shows the NV Energy user interface for managing service accounts. At the top, there is a navigation bar with the NV Energy logo, a search bar, and user information (Account: Home, Mike's Dashboard, Contact Us, Sign Out, 78°F). Below this is a secondary navigation bar with links for Account Services, Save Energy, Outages and Emergencies, About NV Energy, Safety, and Clean Energy. The main content area is titled 'PROFILE AND PREFERENCES' and has two tabs: 'Service Accounts' and 'My Profile'. A search bar labeled 'Find Service Account' is present. Below the search bar, there is a message: 'Click on the service account you wish to view information for. Select a radio button to set your Primary Service Account.' The 'PRIMARY ACCOUNT' section lists four accounts:

- + Transamerica Building** (Selected): 0012578900012462273, 123 Sahara Rd., Las Vegas, NV 80839. Includes an 'Edit Nickname' link.
- + Home** (Highlighted with a red box): 0012578900012462893, 6811 Laredo St., Las Vegas, NV 89146. Includes an 'Edit Nickname' link.
- + Infinity Tower**: 0012578900012462273, 123 Sahara Rd., Las Vegas, NV 80936. Includes an 'Edit Nickname' link.
- + Office** (Inactive): 0012578900012462273 (Inactive), 123 Sahara Rd., Las Vegas, NV 83485. Includes an 'Edit Nickname' link.

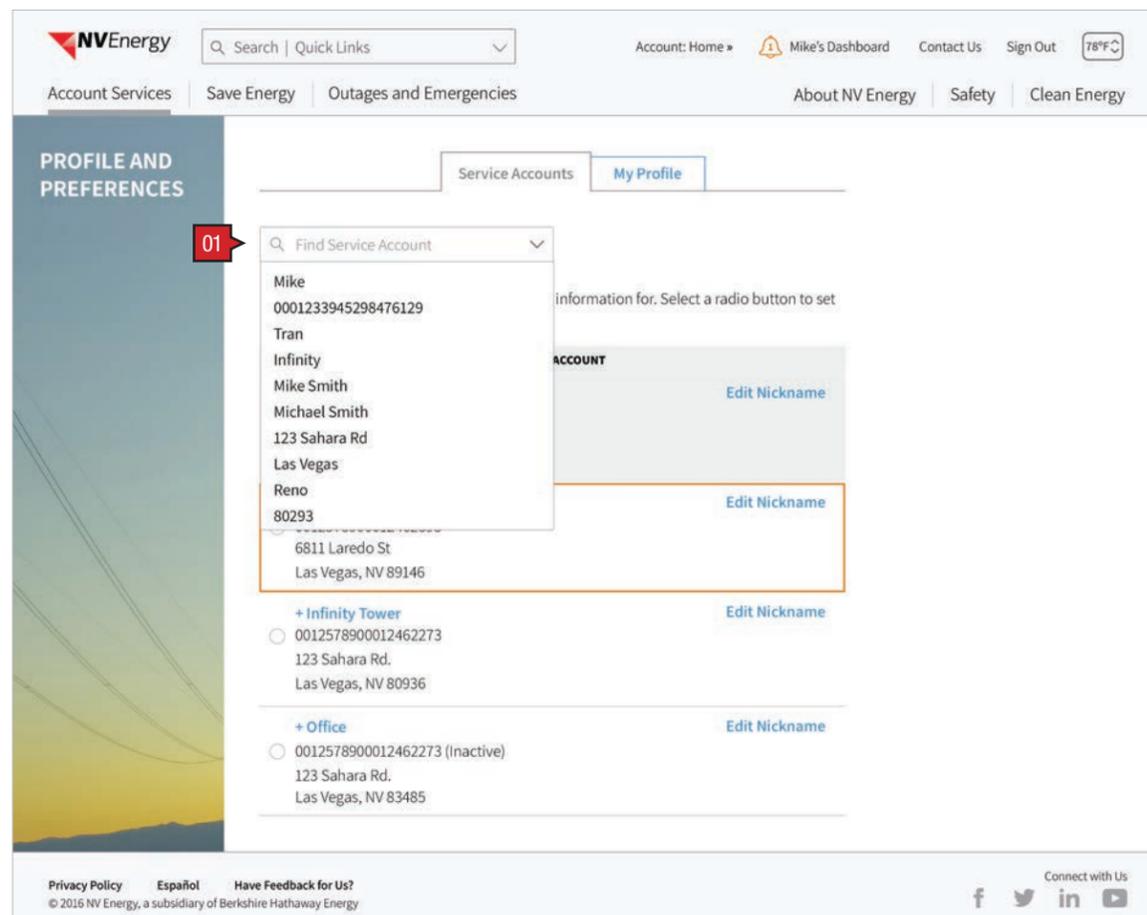
 At the bottom of the list is a pagination control: « First Prev 1 2 3 4 5 6-8 Next Last ». A red box with the number '01' points to the '1' in this sequence. The footer contains links for Privacy Policy, Español, Have Feedback for Us?, and social media icons for Facebook, Twitter, LinkedIn, and YouTube. Copyright information for 2016 NV Energy is also present.

Screen Context / How the User Got Here / Screen Notes

User has a number of service accounts that exceeds display on a single page. Patination used to access additional accounts..

Description	Interaction	Notes
01	Pagination	BAU.

SERVICE ACCOUNTS :: Search / Filter



Screen Context / How the User Got Here / Screen Notes

User is searching for a specific account.

Description	Interaction	Notes
01 search / filter	OnClick/Tap user has capability to search for accounts based on content entered in field. User is also presented with 10 most recently searched entries; clicking on one of these 10 entries searches based on content in that entry.	

SERVICE ACCOUNTS :: Edit Service Account's Nickname

The screenshot shows the NV Energy user interface for managing service accounts. The top navigation bar includes the NV Energy logo, a search bar, and user account information. The main content area is titled 'PROFILE AND PREFERENCES' and 'Service Accounts'. A search bar labeled 'Find Service Account' is present. Below it, a list of service accounts is shown, with the first one, 'Transamerica Building', selected as the primary account. An 'Edit Nickname' button is visible next to the selected account. Red callout boxes are placed over the search bar (01), the 'Edit Nickname' button (02), and the 'Save' button (03).

Screen Context / How the User Got Here / Screen Notes

User has clicked on "Edit Nickname" button with intent to change nickname associated with account.

Description	Interaction	Notes
01 Edit Nickname entry field.	Upon click of Edit Nickname, entry field displayed where user can enter account nickname.	Only one Service Account can be edited at the same time.
02 "Cancel"	Upon click, edits to nickname are canceled.	
03 "Save"	Upon click, edits to nickname are saved.	

SERVICE ACCOUNTS :: Service Account Expanded

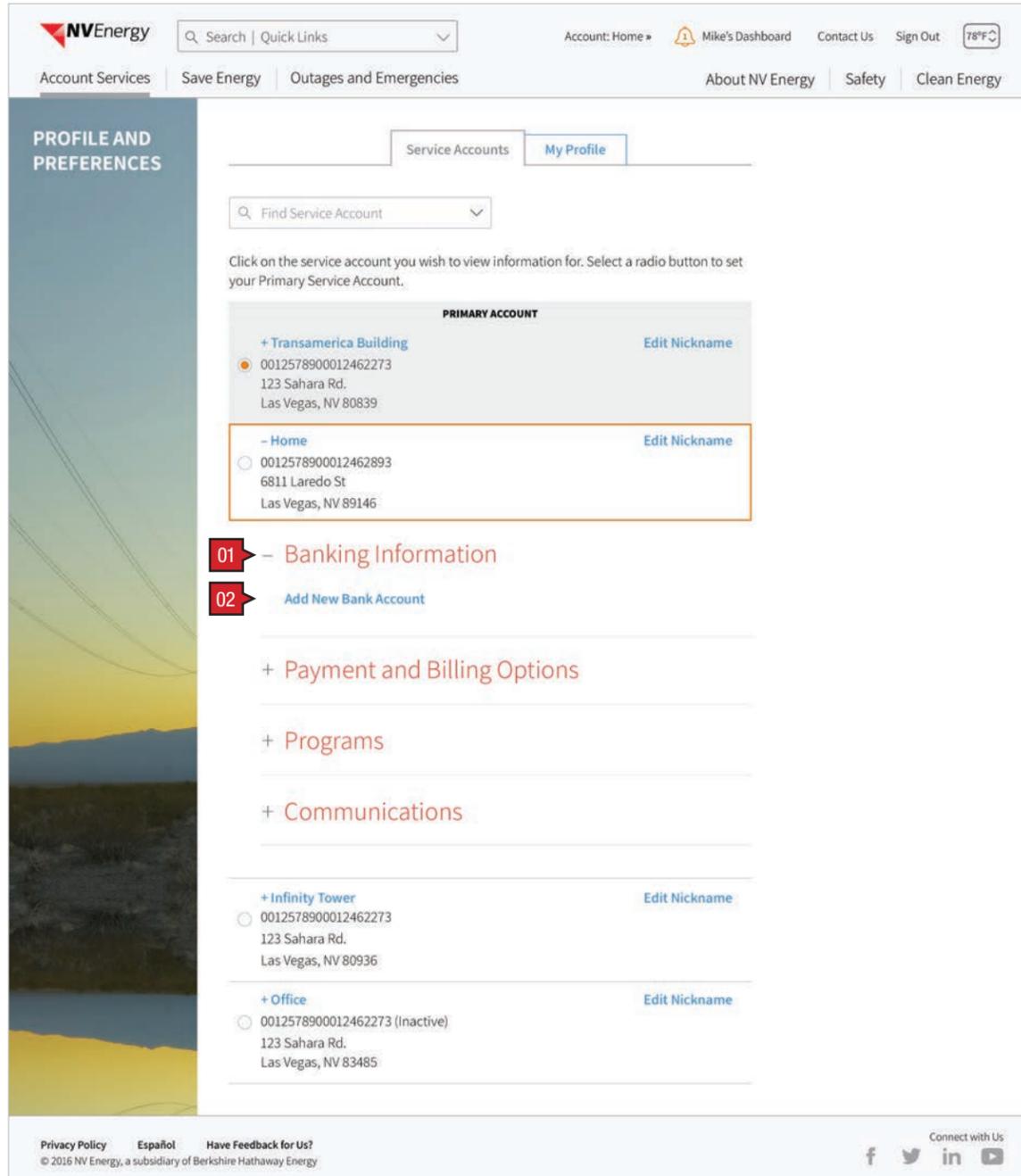
The screenshot shows the NV Energy website's 'Service Accounts' page. The user is logged in as 'Mike' and is viewing the 'Service Accounts' section. The page displays a list of service accounts under the 'PRIMARY ACCOUNT' section. The 'Home' service account is selected and expanded, showing its address and a 'Banking Information' section. Callout boxes '01' and '02' highlight the expand/collapse icons and the 'Banking Information' section respectively.

Screen Context / How the User Got Here / Screen Notes

User has expanded the selected service account: 'Home' container by either clicking/tapping on the "+" / "-" (expand/collapse) icon, or the service account nickname: 'Home'.

Description	Interaction	Notes
01 Service Account "Home" "+" / "-" (expand/collapse) icon and container	BAU.	When the service account containers are expanded, 5 other containers are revealed.
02 "+" / "-" (expand/collapse) icon and container	BAU.	

SERVICE ACCOUNTS :: Banking Information :: Expanded No Bank Account



Screen Context / How the User Got Here / Screen Notes

User has expanded the "Banking Information" container and has yet to add an account.

Description	Interaction	Notes
01 "Banking Information" "+" / "-" (expand/collapse) icon and container	BAU.	
02 "Add New Bank Account" button	OnClick/Tap user is shown the fields for adding a new bank account (see following screen, "Service Accounts :: Banking Information:: Add Bank Account").	

MY PROFILE :: My Profile

The screenshot shows the NV Energy user interface for the 'My Profile' page. The page is titled 'PROFILE AND PREFERENCES' and has two tabs: 'Service Accounts' and 'My Profile'. The 'My Profile' tab is active. The profile information is organized into sections: Personal Information, Security Information, and Social Media. The 'Personal Information' section includes fields for First Name (Michael), Last Name (Smith), Nickname (Mike), and Email Address (mike@gmail.com). The 'Security Information' section includes Username (michael123) and Password (masked with asterisks). The 'Social Media' section includes fields for birth city (Lima), university (Georgia State University), and where they met their significant other (match.com). There are two 'Edit Profile' buttons: one in the top right and one at the bottom right. The page footer contains links for Privacy Policy, Español, and Have Feedback for Us?, along with social media icons for Facebook, Twitter, LinkedIn, and YouTube.

Screen Context / How the User Got Here / Screen Notes

User has arrived at the Profile and Preference page with the default Profile tab opened.

Description	Interaction	Notes
01 "Service Accounts" tab	BAU.	
02 "My Profile" tab	BAU.	
03 "Edit" button	OnClick/Tap the user is given the opportunity to edit their personal information (see following).	
04 personal information	None.	

Tier 2 Note: We will need to add "Link Account" button similar to "Authorized Users".

MY PROFILE :: Edit My Profile

Screen Context / How the User Got Here / Screen Notes

User has clicked / tapped on the "Edit Profile" button from the previous screen.

Description	Interaction	Notes
01 "Cancel" button	BAU.	
02 "Save" button	OnClick/Tap user edits are verified, saved, and the container returns to its 'view' state.	While saving, the user is shown a "Saving" indicator (see "MY PROFILE :: My Profile :: Saving" screen).
03 forms filled out and editable	User's have the option to make edits to the text entry fields.	First and Last Name fields are not editable. Instead the user is offered a tool tip explaining why the field can not be changed.
04 'username' is not editable and therefore dimmed	None.	
05 "Change Password" button	OnClick/Tap password fields are shown in their editable state.	

MY PROFILE :: Edit Password

Account Services | Save Energy | Outages and Emergencies | About NV Energy | Safety | Clean Energy

Account: Home | Mike's Dashboard | Contact Us | Sign Out | 78°F

PROFILE AND PREFERENCES

Service Accounts | My Profile

Cancel | SAVE

Michael | First Name | Smith | Last Name

Mike | Nickname | mike@gmail.com | Email Address

Security Information

michael123 | Username | Lima

01 Enter your current password. | Current Password

02 Show Password | Please create a password that is 8 - 16 characters long without any symbols.

03 Weak Password

03 Enter a new password. | *****

Which city were you born in? | Georgia State University

Where did you go to school? | match.com

Where did you meet your significant oth... |

Cancel | SAVE

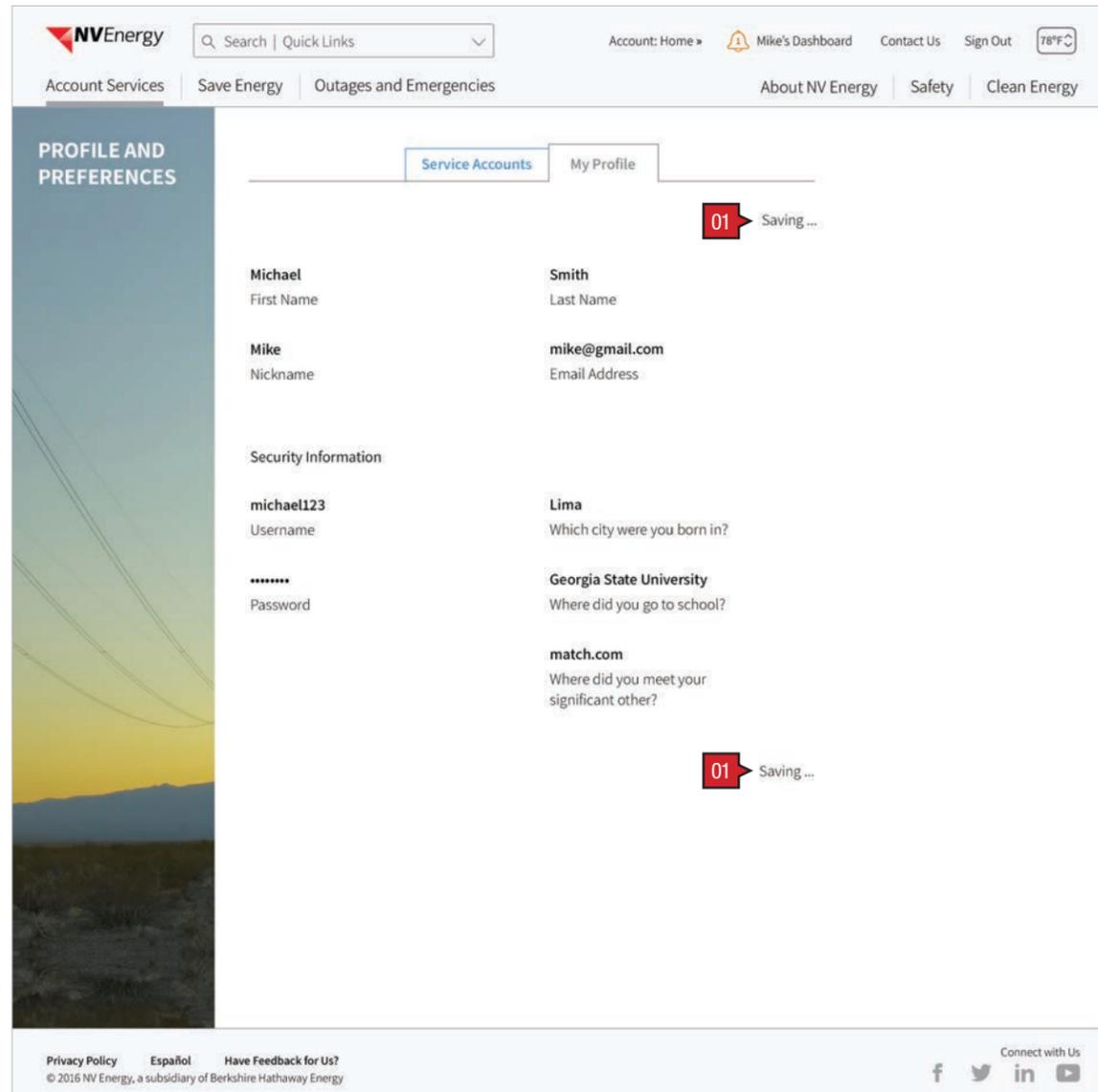
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Screen Context / How the User Got Here / Screen Notes

User has clicked / tapped on the "Change Password" button shown in the earlier state.

Description	Interaction	Notes
01 password fields	BAU.	
02 "Show Password" link	OnClick/Tap shows user the inputted password and link changes to "Hide Password".	
03 password meter	BAU.	

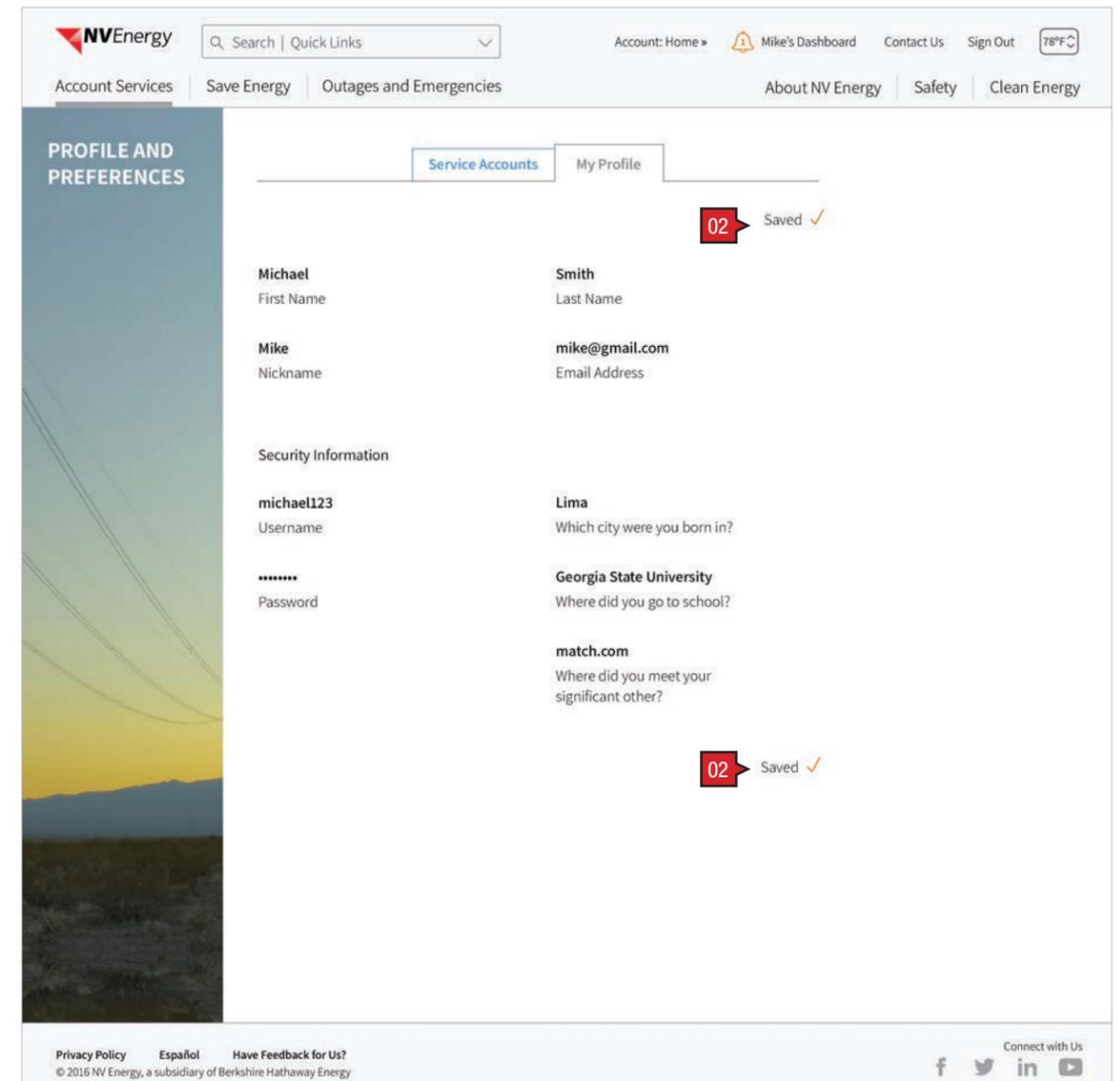
MY PROFILE :: My Profile :: Saving



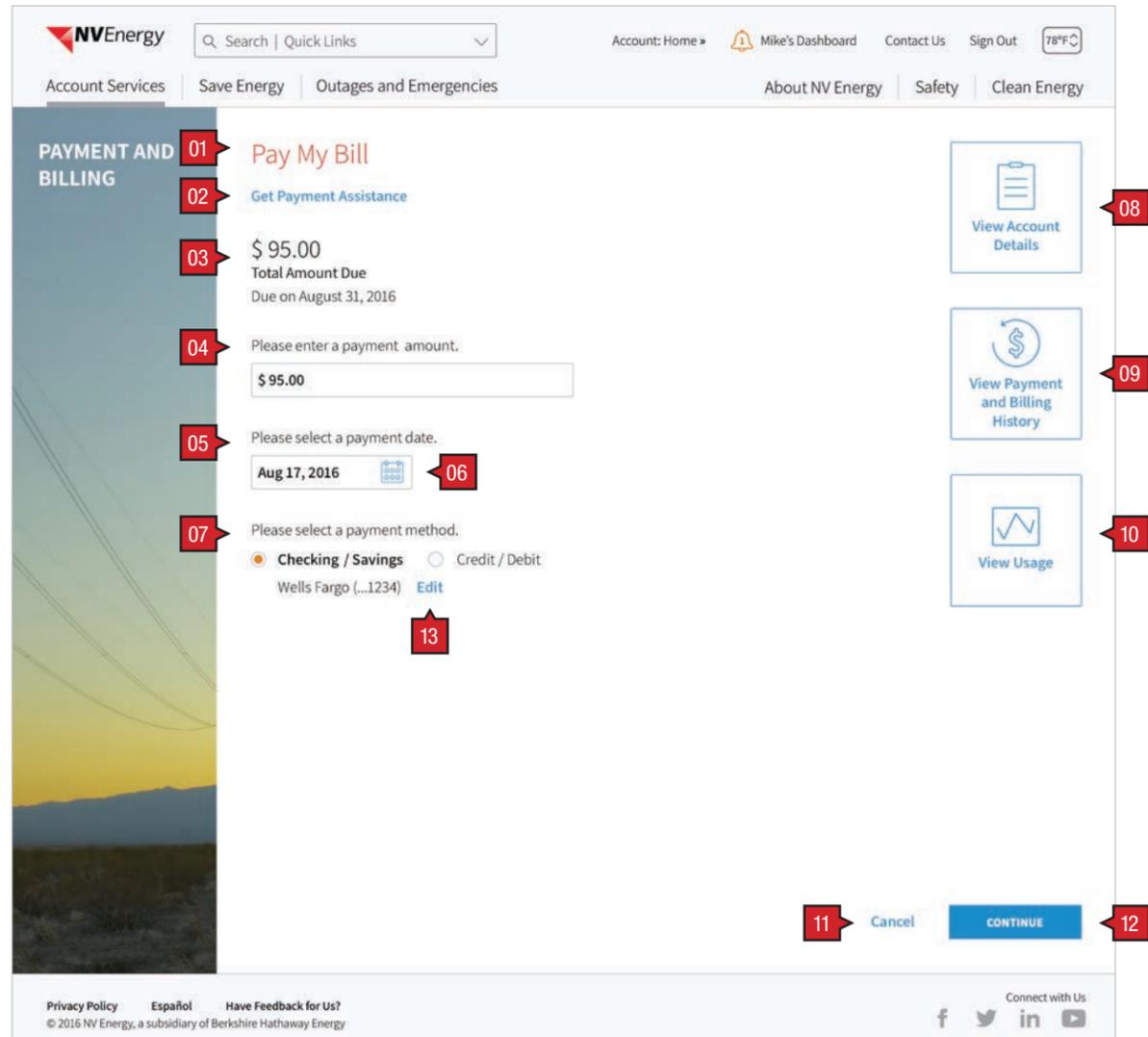
Screen Context / How the User Got Here / Screen Notes

User has clicked / tapped on the "Save" button from the earlier state.

Description	Interaction	Notes
01 "Saving..." indicator	None.	
02 "Saved..." indicator	None.	After the screen is saved, this indicator is shown briefly (5 seconds) before returning to the editable state.



PAY MY BILL :: Landing Page :: User Has Bank Account On File

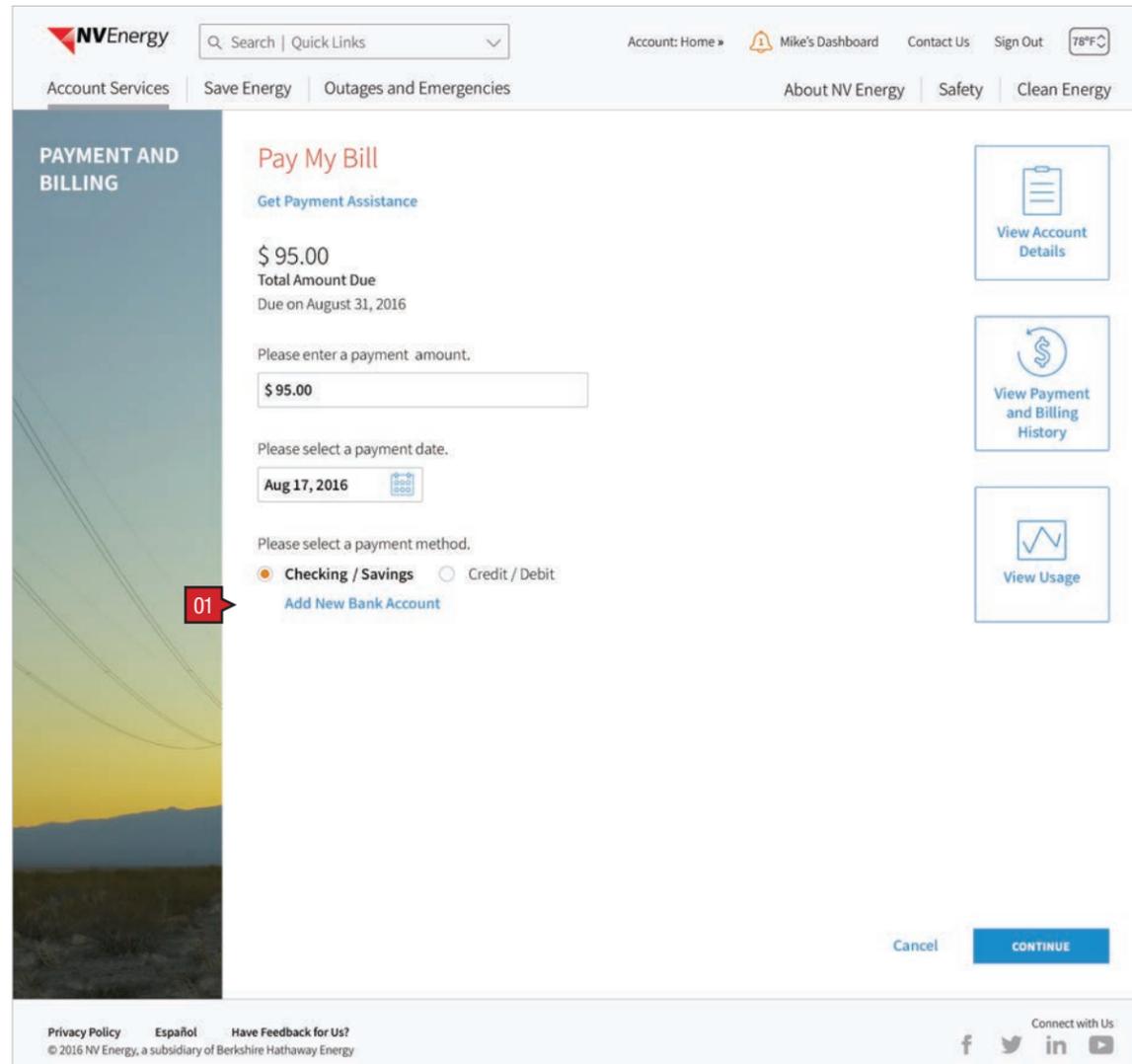


Screen Context / How the User Got Here / Screen Notes

User has selected Pay My Bill from corporate home page or from MyAccount dashboard tile. They have a bank account on file.

Description	Interaction	Notes
01 header	None.	
02 "Get Payment Assistance" link	OnClick/Tap, user is taken to Get Payment Assistance page.	
03 "Total Amount Due"	None.	"Value" and "Due On" date provided by Banner.
04 "Please Select a Payment Amount" subhead and form entry field	BAU.	Value defaulted to "Total Amount Due" value.. User can overwrite value with new value. Payment limits articulated in legacy BRD.
05 "Please Select a Payment Date" subhead and form entry field	OnClick/Tap, user is presented with calendar selector where user can select the payment date.	Value defaulted to today's date. The Payment date must be equal to or greater than system date, not to exceed 30 days from the system date.
06 calendar selector icon		User cannot select past dates so these dates are gray to indicate disabled. The clickable dates are blue to indicate that user can select these dates. Error messaging detailed in legacy BRD.
07 "...payment method" subhead and radio buttons	BAU	User created bank accounts and "Add a Bank Account" are selection items under the drop down menu .
08 "View Account Details" button	OnClick/Tap the left-hand drawer appears with user-chosen information/experience shown.	
09 "View Billing and Payment History" button		
10 "View Usage" button		
11 "Cancel" button	OnClick/Tap, user displayed "Are you sure?" modal.	If user clickes/taps "Yes", the decision is to cancel is confirmed. Changes are lost and the user is returned to the previous screen. If user clicks/taps "No", the modal goes away returning the user to the edit state where they left off before clicking on the "Cancel" button.
12 "Continue" button	OnClick/Tap information is verified, saved and the transaction is completed.	
13 "Edit" button	OnClick/Tap user is shown the edit bank account modal (following).	

PAY MY BILL :: Landing Page :: User Has No Bank Account On File

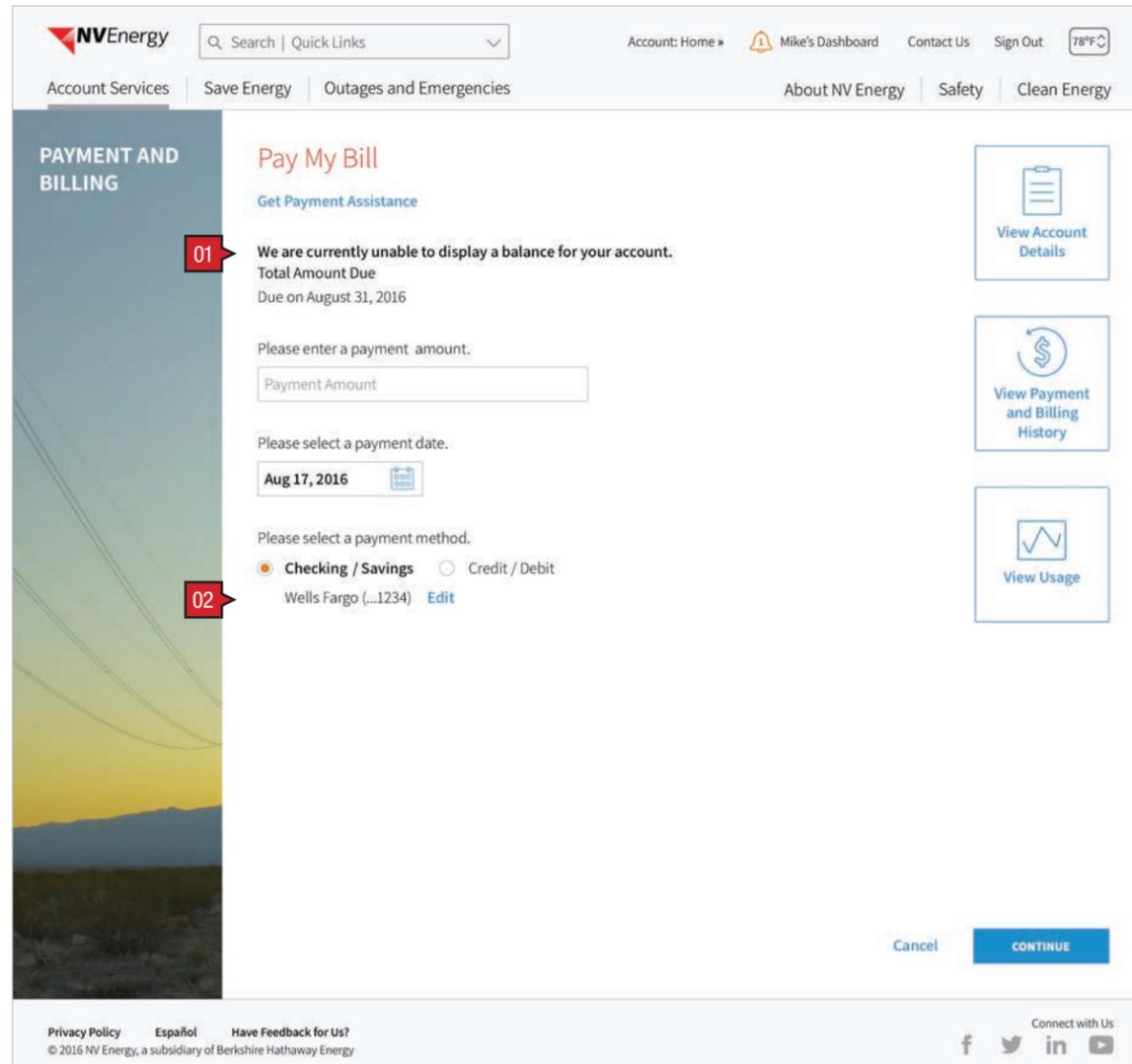


Screen Context / How the User Got Here / Screen Notes

User has selected Pay My Bill from corporate home page or from MyAccount dashboard tile. They do not have a bank account on file.

Description	Interaction	Notes
01 "Add New Bank Account" button	OnClick/Tap user is shown the add new bank account modal.	

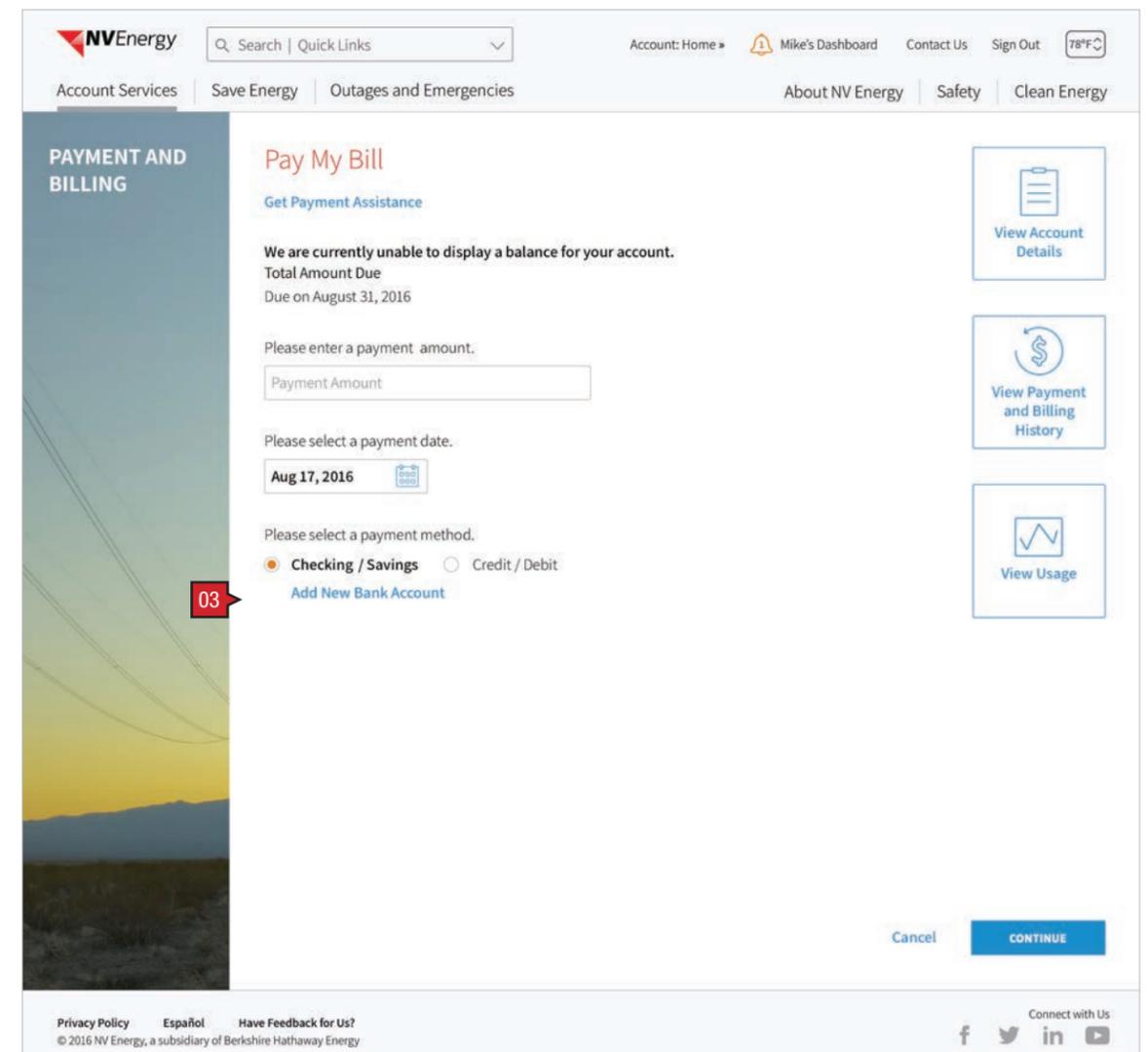
PAY MY BILL :: Landing Page :: Unable to Display Balance



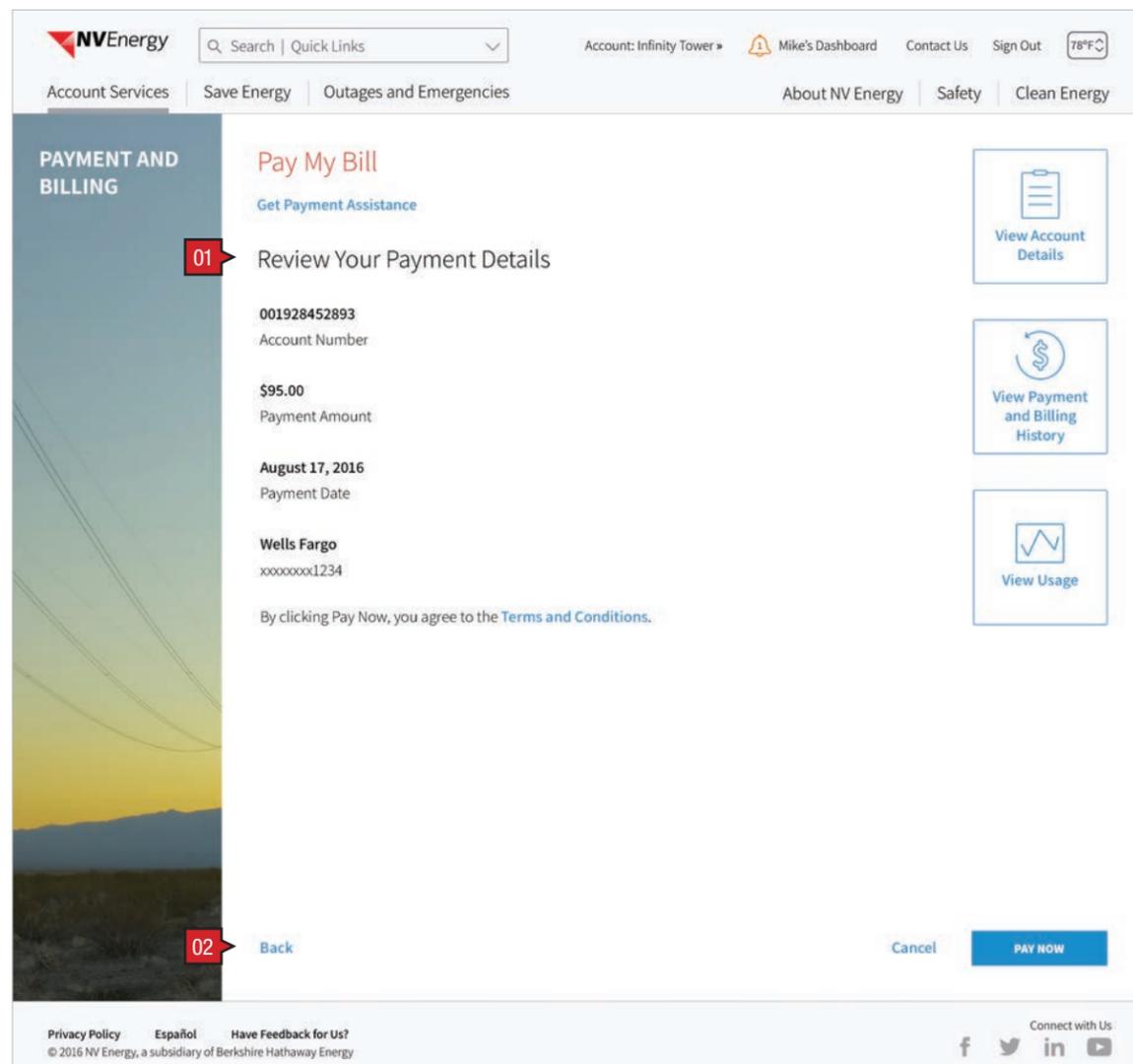
Screen Context / How the User Got Here / Screen Notes

Bill has not been released to customer; therefore Total Amount Due cannot be displayed.

Description	Interaction	Notes
01 Informational text	None	NOTE: "Due on August 31, 2016" line should not display in this scenario.
02 User has linked a bank account	BAU.	
03 User has not linked a bank account	BAU.	



PAY MY BILL :: Landing Page :: Review Payment Details



Screen Context / How the User Got Here / Screen Notes

User has clicked/tapped "Continue" from previous screen and is reviewing their payment details.

Description	Interaction	Notes
01 information text	None	
02 "Back" link	On Click/Tap, returns user to previous screen	

PAY MY BILL :: Account Details :: Bank Account On File | No Bank Account On File

01 Account Details

02 Account Summary

Current Charges	\$ 90.00
Past Due Amount	\$ 5.00
Total Amount Due	\$ 95.00

03 Pay My Bill

04 Hide Account Details

05 Checking / Savings
Wells Fargo (...1234) Edit

Screen Context / How the User Got Here / Screen Notes

User has clicked/tapped View Account Details button. Drawer slides from left and compresses but does not hide Pay My Bill content

Description	Interaction	Notes
01 header	None	
02 "Account Summary" drawer	None	Values provided by Banner.
03 'close' button	OnClick/Tap, drawer closes by sliding back to left and name of button changes to View Account Details.	
04 "Hide Account Details" button	BAU.	
05 User has linked a bank account	BAU.	
06 User has not linked a bank account	BAU.	

06 Add New Bank Account

PAY MY BILL :: Viewing Billing and Payment History

01

Account Feed

Filter Results

+ Notifications 1 Important

- Payment and Billing History

Download

Select All Amount

Statement	Amount	Actions
- Statement: July 4 - August 3, 2016	\$ 132.37	Print, Download, View Usage, View
Bill Inserts		
<input type="checkbox"/> Save Energy with PowerShift		View
<input type="checkbox"/> Marketing Material		View
+ Statement: June 4 - July 3, 2016	\$ 132.23	Print, Download, View Usage, View
+ Statement: May 4 - June 3, 2016	\$ 129.57	Print, Download, View Usage, View
+ Statement: April 4 - May 3, 2016	\$ 131.34	Print, Download, View Usage, View
+ Statement: March 4 - April 3, 2016	\$ 132.79	Print, Download, View Usage, View
Payment Pending: March 5 via Online Banking	\$ 128.56	Print, Download, Cancel Payment
+ Statement: February 4 - March 3, 2016	\$ 128.56	Print, Download, View Usage, View
Payment: February 3 via Online Banking	\$ 132.52	Print, Download, Processed

« First Prev 1 2 3 4 5 6 Next Last »

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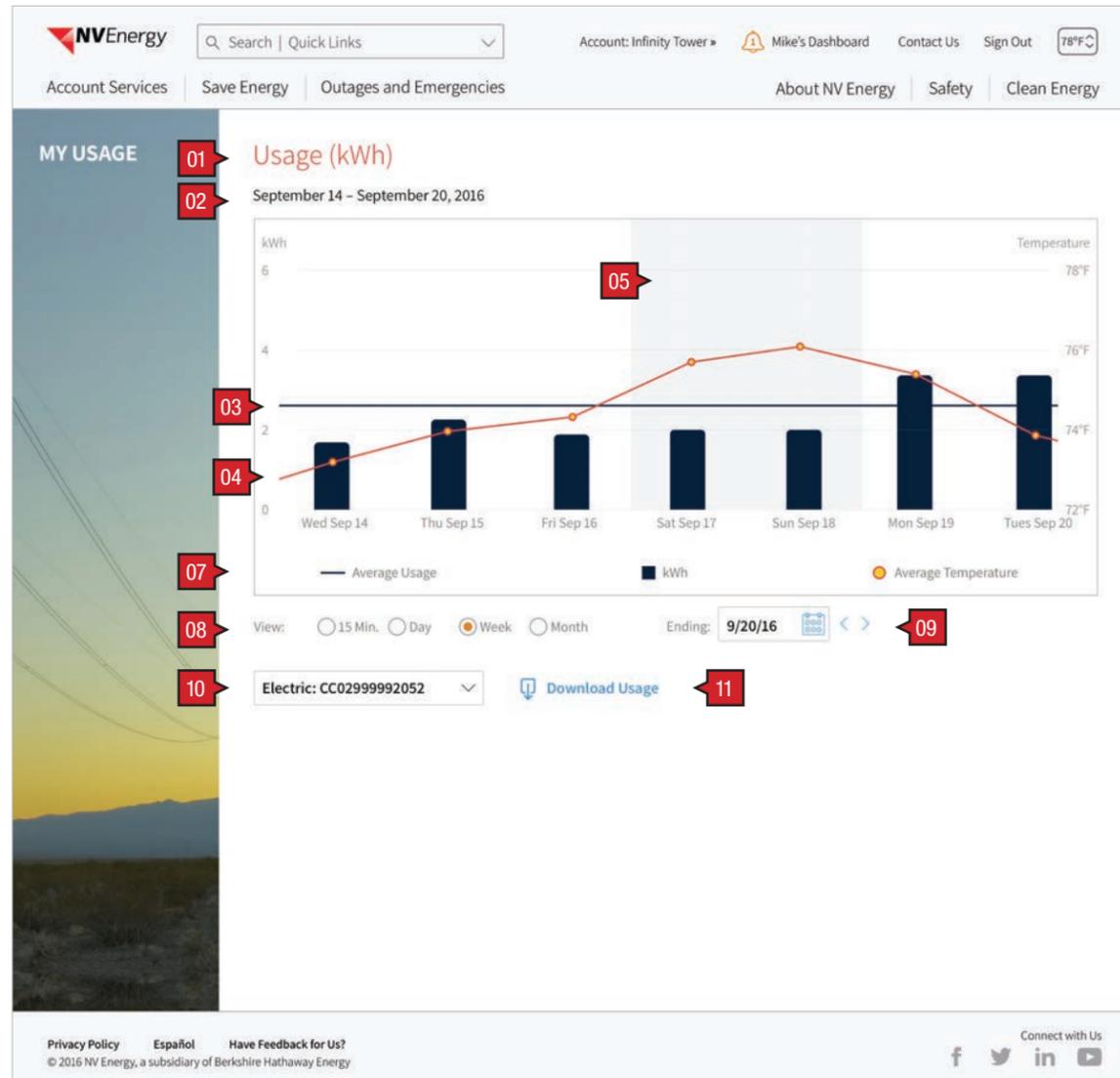
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Screen Context / How the User Got Here / Screen Notes

User has clicked/tapped View Payment & Billing History button. Drawer slides from left and hides Pay My Bill content.

Description	Interaction	Notes
01 Account Feed drawer with "Payment and Billing History" tab showing	BAU.	

USAGE :: Actual Daily Usage (kWh) for One Week

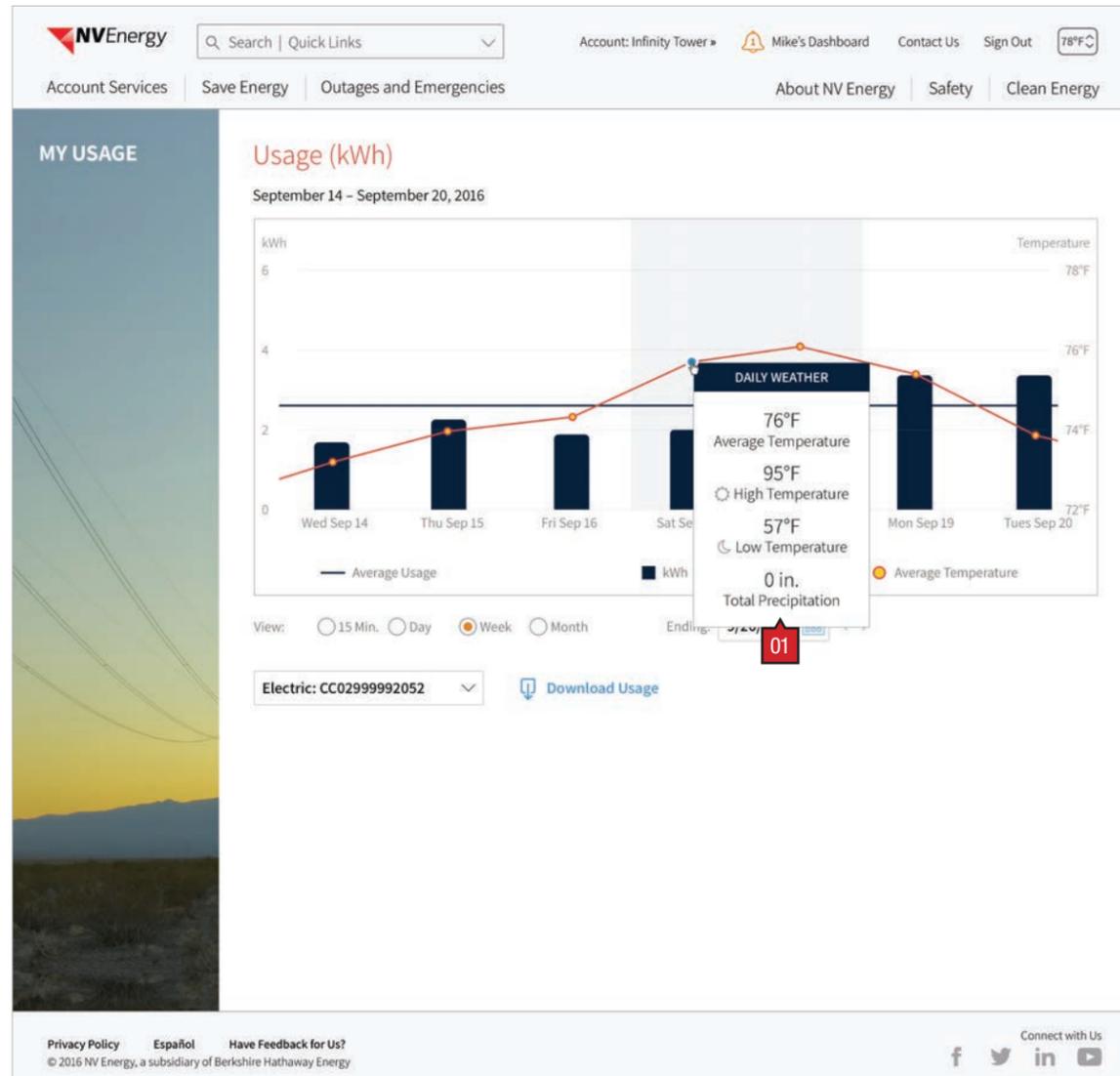


Screen Context / How the User Got Here / Screen Notes

User has clicked on View Usage button and selected Week View. A consumption only meter has been selected for display.

Description	Interaction	Notes
01 Header	None.	
02 Date Range copy (from date - to date)	None	Date range specified by Ending Date field and View selection. For 15 Min View, Date Range To Date is equal to date specified in Ending Date field. From Date is the same as To Date. For Hour View, Date Range To Date is equal to date specified in Ending Date field. From Date is the same as To Date. For Week View, Date Range To Date is equal to date specified in Ending Date field. From Date is equal to To Date. minus 6 days. For Month View, Date Range To Date is equal to date specified in Ending Date field. From Date is equal to To Date minus 30 days.
03 Average Usage line	None.	
04 Average Temperature line	None.	
05 Weekend day shading	None.	Saturday and Sunday periods are shaded gray.
06 kWh bar	None.	
07 Legend copy	None.	
08 View selection radio buttons	On Click/Tap, chart view changes (see callout 02).	
09 Ending Date calendar selector	On selection of date from calendar selector (BAU), end date of usage chart changes.	
10 Meter selector drop down	On Click, drop down presents all meters eligible to display usage data. Selection of a meter displays usage for that meter.	
11 Download Usage button	On Click/Tap, user is taken to Download Usage landing page.	

USAGE :: Actual Dail Usage (kWh) with Hover

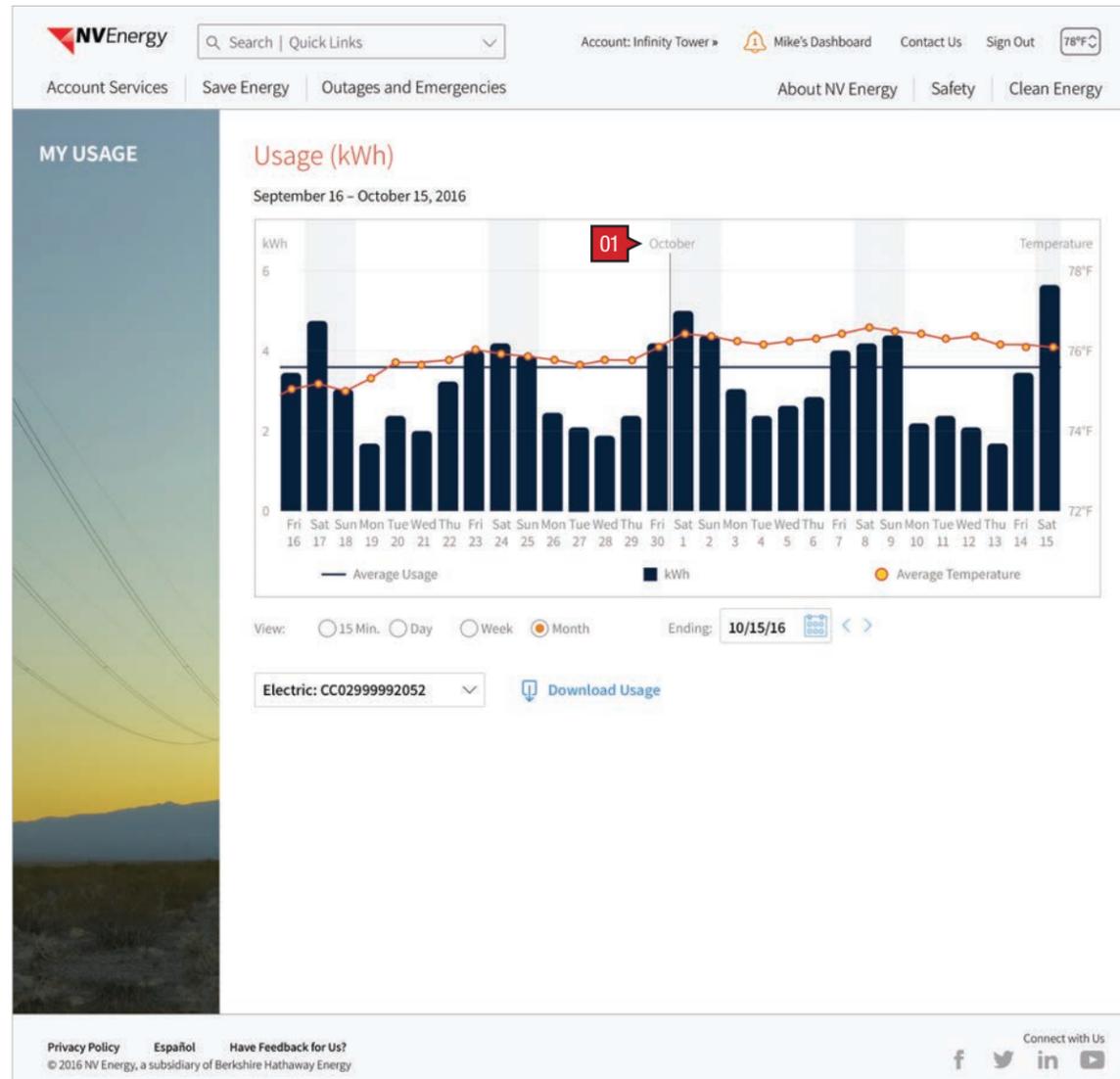


Screen Context / How the User Got Here / Screen Notes

User has clicked on a data point on the Usage chart.

Description	Interaction	Notes
01 Hover Over informational copy	None.	

USAGE :: Actual Daily Usage (kWh) for One Month

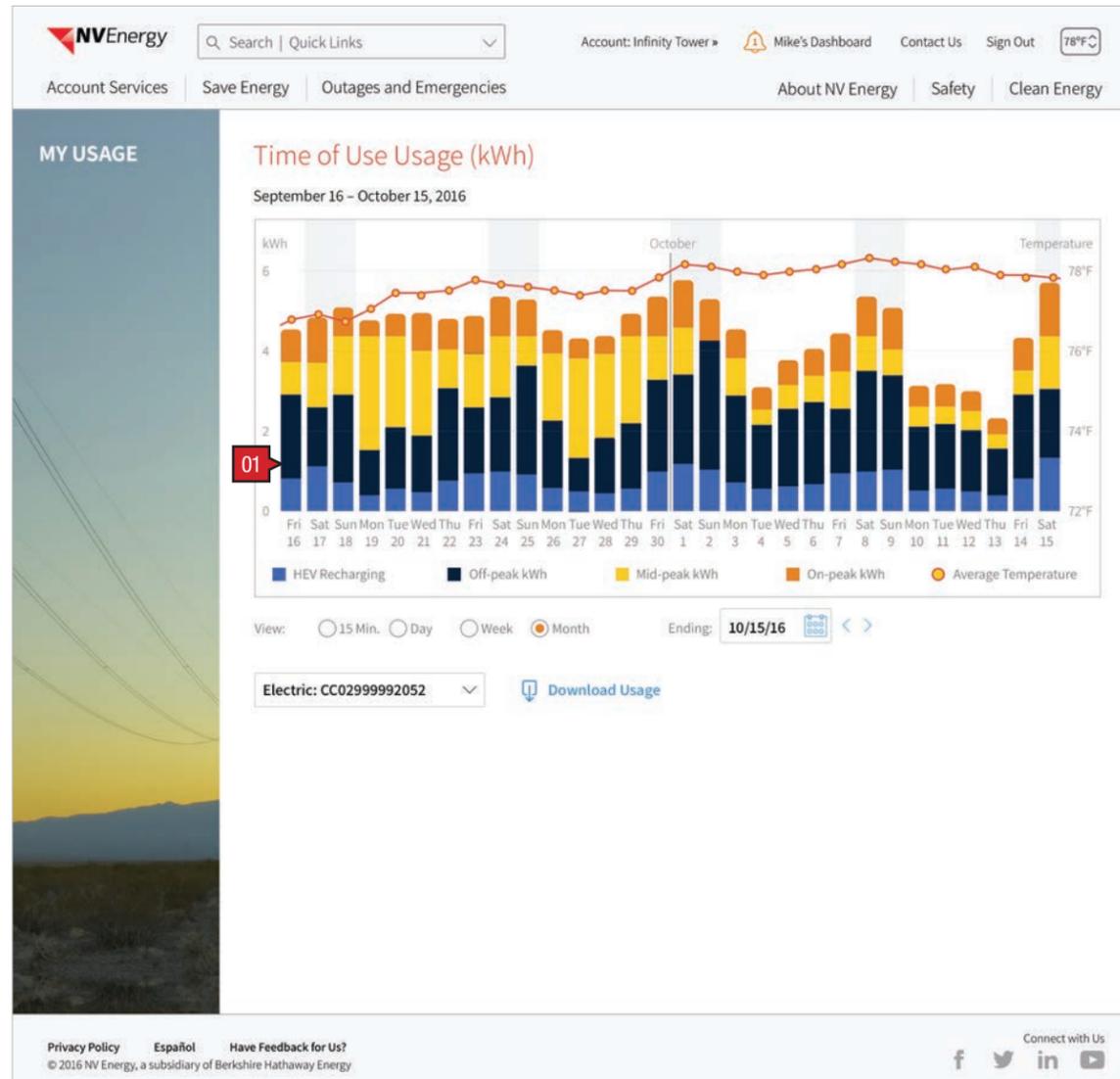


Screen Context / How the User Got Here / Screen Notes

User has clicked on View Usage button and selected Month View. A consumption only meter has been selected for display.

Description	Interaction	Notes
01 New month indicator	None.	Located between last day of previous month and first day of next month. Name of next month is displayed.

USAGE :: Actual Daily Usage (kWh) Time of Use for One Month

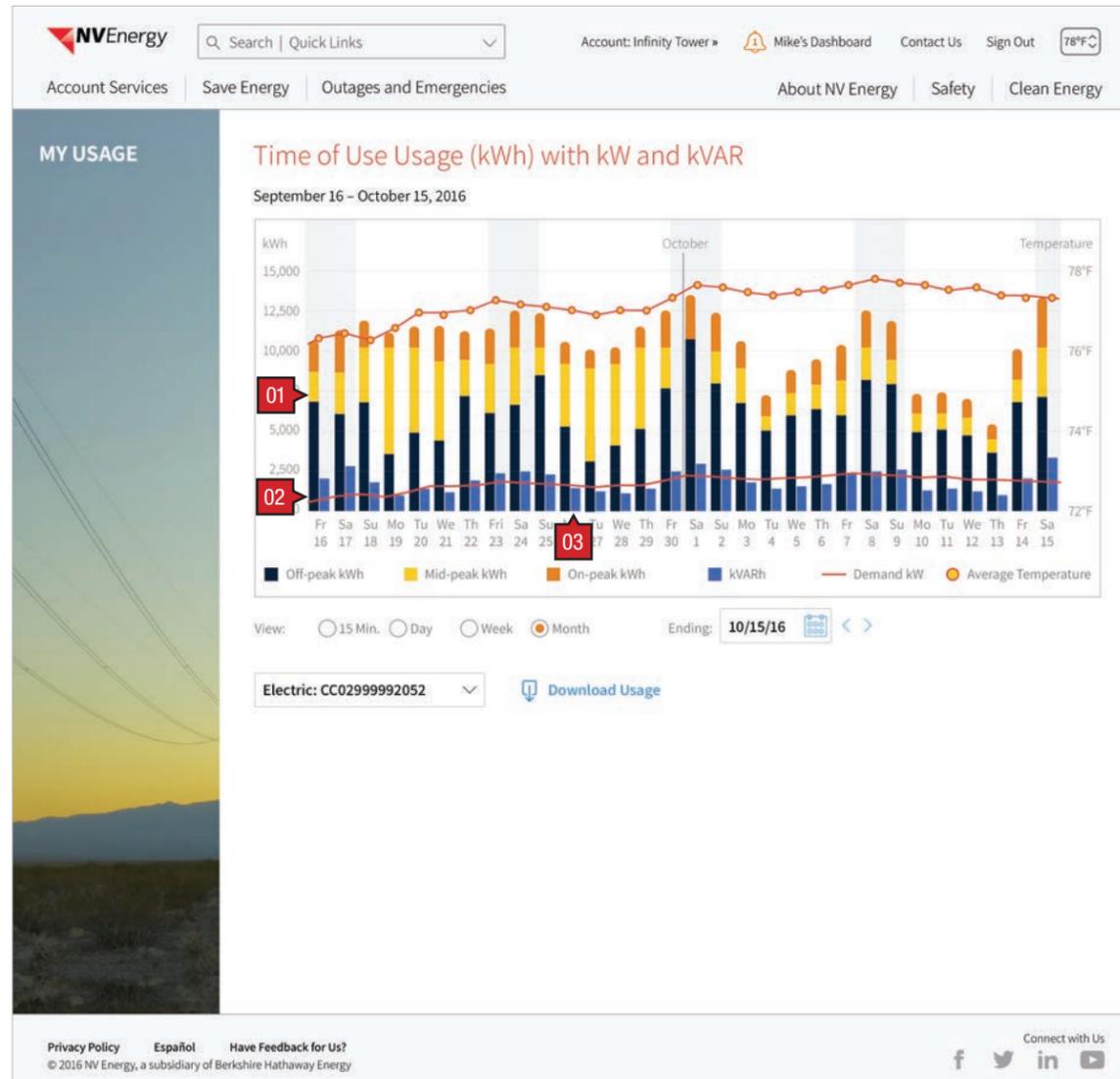


Screen Context / How the User Got Here / Screen Notes

User has clicked on View Usage button and selected Month View. A time of use meter has been selected for display.

Description	Interaction	Notes
01 Stacked bar chart depicting TOU and HEV usage	None	

USAGE :: Actual Daily Usage (kWh) Time of Use with kW and kVARh

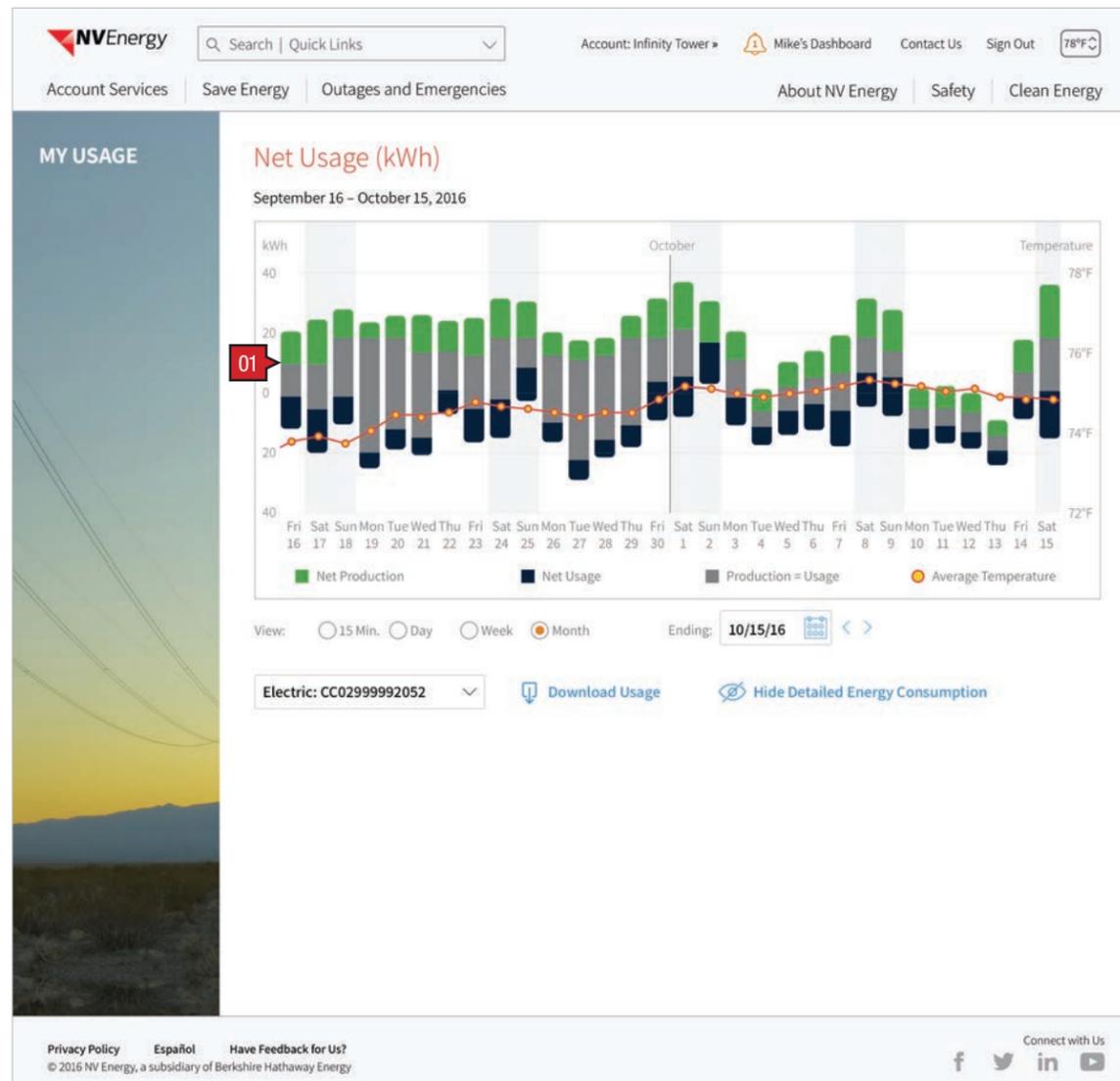


Screen Context / How the User Got Here / Screen Notes

User has clicked on View Usage button. A meter capturing both kWh and kVARh data has been selected for display.

Description	Interaction	Notes
01 Stacked bar chart representing TOU usage	None.	
02 Demand kW line	None.	
03 Bar chart depicting kVARh value	None.	

USAGE :: Actual Daily Usage (kWh) Net Metering

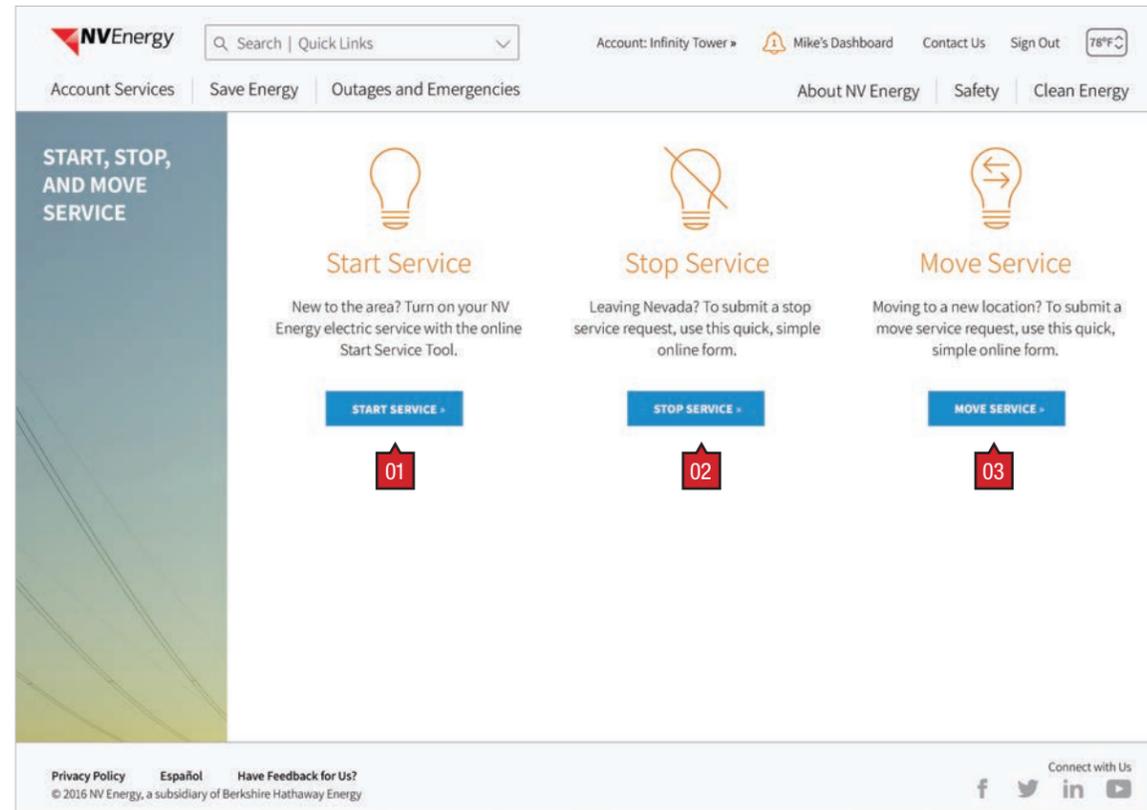


Screen Context / How the User Got Here / Screen Notes

User has clicked on View Usage button. A net meter has been selected for display.

Description	Interaction	Notes
01 Floating bar chart depicting net kWh values.	None.	Production values represented as positive. Usage values represented as negative.

START · STOP · MOVE SERVICE :: Landing Page (authenticated) | Service Order



Screen Context / How the User Got Here / Screen Notes

User has use main navigation to land on this, "Start · Stop · Move Service Landing Page".

Description	Interaction	Notes
01 "Start Service" link	OnClick/Tap the user is linked to the requested transaction's main page.	
02 "Stop Service" link		
03 "Move Service" link		

START SERVICE :: Existing Customer (simplified first step)

Screen Context / How the User Got Here / Screen Notes

This is a simplified “Start Service” form for existing MyAccount customers. There are still 3 steps, but Step 1 is simplified, no longer containing the “Sign In Information” and “Security Questions” form fields. The “Primary Account Holder” and “Contact Information” form fields are pre-populated with user’s information (their information is known since the user is signed in).

User could have arrived here in multiple ways: selecting “Start Service” from the Start/Stop/Move dashboard tile; selecting “Start Service” from the authenticated Start/Stop/Move Service screen; or after the message they might receive in Step 1 (see START SERVICE :: Step 1 :: Personal Information, annotation #4).

Description	Interaction	Notes
01 “Continue” button	OnTap user’s information is validated and they are taken to “Step 2”.	Step 2 and Step 3 are exactly the same as the non-authenticated form.

STOP SERVICE :: Service Information

The screenshot shows the 'Stop Service' page on the NV Energy website. The page is divided into three tabs: 'SERVICE INFORMATION', 'BILLING INFORMATION', and 'REVIEW'. The 'SERVICE INFORMATION' tab is active. The form contains the following elements:

- 01**: NV Energy logo and search bar.
- 02**: Account Services, Save Energy, and Outages and Emergencies navigation links.
- 03**: Account Number (2273) and Primary Account Holder (Michael Smith).
- 04**: A banner indicating that Electric and Gas services will be discontinued.
- 05**: A date picker for selecting a service stop date.
- 06**: A 'Meter Access' section with a subhead, informational text, and three toggle buttons: 'Locked Gate', 'Key', and 'Dog'.
- 07**: A 'Cancel' link.
- 08**: A 'CONTINUE' button.

At the bottom of the page, there are links for Privacy Policy, Español, and Have Feedback for Us? along with social media icons for Facebook, Twitter, LinkedIn, and YouTube.

Screen Context / How the User Got Here / Screen Notes

User has arrived here by clicking on Stop Service from the Start · Stop · Move Service Landing Page or by pressing the main navigation Account Service's menu option and selecting "Stop Service".

	Description	Interaction	Notes
01	header	None.	
02	status bar	None.	Completed and current steps are highlighted.
03	primary account holder information	None.	
04	"The following services will be discontinued:" copy	None.	Services provided to this premise (service account) are provided by Banner.
05	'calendar' icon and button	BAU.	
06	"Meter Access" subhead, informational text, and toggle buttons	OnClick/Tap buttons toggle between their active and inactive state.	
07	"Cancel" link	BAU.	
08	"Continue" button (inactive state)	None.	

STOP SERVICE :: Service Information (filled out)

Stop Service

Account Number: 2273
 Primary Account Holder: Michael Smith
 Service Address: 123 Sahara Rd, Las Vegas, NV 80936

The following services will be discontinued:
 Electric, Gas

Select a Service Stop Date
 08 / 01 / 2016

Meter Access
 Are there any conditions that would prevent access to your meter?
 (Please check all that apply)

Locked Gate Key **Dog**

Cancel CONTINUE

Screen Context / How the User Got Here / Screen Notes

User has filled in the form.

Description	Interaction	Notes
01 "Dog" button selected	OnClick/Tap these buttons toggle from their selected to unselected states	
02 "Continue" button (active state)	OnClick/Tap the user's information is verified and stored. User is then directed to Step 2	

STOP SERVICE :: Step 2 :: Billing Information

Screen Context / How the User Got Here / Screen Notes

User has clicked/tapped "Continue" from Step 1.

Description	Interaction	Notes
01 informational copy	None.	
02 Mailing Address fields	User enters mailing address information into each field.	
03 "Non US Mailing Address" checkbox	OnClick/Tap toggle checkbox state from unselected to selected and vice versa.	When selected show a text field for "Country".
04 "Phone Number" text entry fields and "Type" drop down menu	Users can enter their primary phone number, extension (if any), and then choose from the drop down menu the phone number type.	
05 'letter of credit' radio buttons	OnClick/Tap, users can select whether they would like to have a letter of credit emailed to them.	
06 "Continue" button (shown inactive)	None.	
07 "Back" link	BAU.	This link appears only once a user has proceeded to Step 2; does not appear on Step 1.

STOP SERVICE :: Review

01 Stop Service

02 SERVICE INFORMATION BILLING INFORMATION REVIEW

03 Service Information
123 Sahara Rd
Las Vegas, NV 80936
Service Address

08/01/2016
Stop Service Date

Electric, Gas
Discontinued Service

Mailing Address
123 Sahara Rd
Attention: Cindy Doe
Las Vegas, NV 80936

Dog
Are there any conditions that would restrict access to your meter?

It is your responsibility to provide us access to the meter at this address on the date we disconnect your service. A letter of credit will be emailed to you per your request. Normally, 5 days advance notice is required for service disconnection. We will attempt to disconnect service on 08/01/2016; however, this request may be delayed depending on workload.
By clicking SUBMIT I am authorizing NV Energy to process this request.

04 Back

05 Cancel

06 SUBMIT

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Screen Context / How the User Got Here / Screen Notes

User has continued from Step 2

Description	Interaction	Notes
01 header	None.	
02 status bar	None.	Completed and current steps are highlighted.
03 subhead and user inputted copy	None.	
04 Back button	On Click/Tap, user is returned to the previous screen (step 2).	
05 Cancel button	BAU.	
06 "Submit" button	OnClick/Tap the "Stop Service" process is finalized. The user receives a message in the following screen about successful/unsuccessful completion.	

STOP SERVICE :: Confirmation (submitted)

01 Your Stop Service request has been submitted.

02 Following is your confirmation information:

Stop Service Summary

Primary Account Holder Name **Michael Smith**
 Account Number **●●●●●●●●●●●●●●●●●●●●2273**
 Service Address **123 Sahara Rd
 Las Vegas, NV 80936**

Services to Disconnect **Electric, Gas**
 Service Stop Date **Aug 1, 2016**
 Confirmation Number **8456713**
 Meter Access Restriction **Dog**
 Mailing Address **123 Sahara Rd
 Attention: Cindy Doe
 Las Vegas, NV 80936**

Normally, 5 days advance notice is required for service disconnection. We will attempt to disconnect service on 08/01/2016; however, this request may be delayed depending on workload.

Your meter(s) may be disconnected and reconnected remotely. Please ensure your property is free from potential re danger, such as items placed on your stove or other appliances and electronics that may lead to a re when service is connected.

It is your responsibility to provide us access to the meter(s) at this address on the date we disconnect your service.

03 [MY DASHBOARD](#)

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Screen Context / How the User Got Here / Screen Notes

User has continued from Step 3

Description	Interaction	Notes
01 header	None.	
02 informational text, and pertinent information	None.	
03 "My Dashboard" button	OnClick/Tap user is taken to their dashboard.	

MOVE SERVICE :: Step 1 :: Move From Service

Screen Context / How the User Got Here / Screen Notes

User has clicked/tapped the "Move Service" button on the "Start · Stop · Move Service Landing Page" or has selected "Move Service" from the main navigation Account Service's menu option and has arrived at Step 1.

Description	Interaction	Notes
01 header	None.	
02 status bar	None.	Completed and current steps are highlighted.
03 primary account holder information	None.	
04 informational copy	None.	
05 'access conditions' and toggle buttons	OnClick/Tap the buttons toggle from their unselected to selected states.	
06 'calendar' icon and button	BAU.	
07 "Cancel" link	BAU.	
08 "Continue" button (shown inactive)	None.	Button becomes active after information provided.

MOVE SERVICE :: Step 2 :: Move To Personal Information and Address

Screen Context / How the User Got Here / Screen Notes

User has proceeded from Step 1.

Description	Interaction	Notes
01 "Primary Account Holder" and "Contact Information" subhead and text entry fields	BAU. Important Note: Throughout OnFocus the field name text does not go away. Upon typing the field is cleared and the user's inputted text replaces the field name text.	These fields are pre-populated with the user's account information. The user has the opportunity to update the "Nickname" field. The user cannot update any other fields in the "Primary Account Holder" information.
02 "Address to Move Service to" and "Nickname" subhead and text entry fields		
03 "Phone Number" text entry fields and "Type" drop down menu	Users can enter phone numbers, and then choose from the drop down menu the phone number type.	These fields are pre-populated with the user's account information, but user has the opportunity to update.
04 "More" link	OnClick/Tap additional "Phone Number" text entry fields will appear so user can add an additional contact method.	
05 "Add Additional User" link	OnClick/Tap additional text entry fields appear so the user can add an additional user.	See NonAuthenticated Start Service :: Step 1 :: Personal Information :: Add An Additional User for annotations about this step.
06 "Continue" button (shown inactive)	None.	User has to fill in the "Address to Move Service to" and "Nickname" text entry fields for the button to become 'active'.

MOVE SERVICE :: Step 2 :: Move To Personal Information and Address (filled out)

Screen Context / How the User Got Here / Screen Notes

User has filled out the form and updated his contact information.

Description	Interaction	Notes
01 "Continue" button	OnClick/Tap the user's information is verified and stored. User is then directed to Step 3.	

MOVE SERVICE :: Step 3 :: Move to Service

01 Select a Service Start Date

02 New Mailing Address

03 Non US Mailing Address

04 We've enrolled you in paperless billing. To opt-out and receive statements by mail, please click the toggle switch off.

05 ON

06 Tell us about your service address so that we can determine the right service for you.

Are there any conditions that would restrict access to your meter?

Is anyone at this address using life support equipment that requires electricity?

Is there anyone living at this address 62 years of age or older?

Does anyone living at this address have a disability for which they receive government benefits?

You currently have a NV Energy verification password on your account. Do you wish to transfer this to your new account?

07 Back **08** Cancel **09** CONTINUE

Screen Context / How the User Got Here / Screen Notes

User has proceeded from Step 2.

Description	Interaction	Notes
01 'calendar' icon and button	BAU.	
02 subhead and text entry form fields	BAU.	
03 "Non US Mailing Address" checkbox	OnClick/Tap toggle checkbox state from unselected to selected and vice versa.	When selected, show a text field for "Country".
04 paperless instructional copy	None.	
05 'paperless' button	OnClick/Tap toggles between its "On"/"Off" states.	
06 subhead and form of toggle buttons	OnClick/Tap the buttons toggle from their unselected to selected states (see following).	For "Locked Gate" and "Dog" icons, one, both, or neither can be selected. For "Yes"/"No" icons, one must be selected.
07 "Back" link	BAU.	This link only appears once a user has proceeded to Step 2; does not appear on Step 1.
08 "Cancel" link	BAU.	
09 "Continue" button (shown inactive)	None.	User must "Select a Service Stop Date", fill in the "New Mailing Address" fields, and toggle all "Yes"/"No" buttons for the "Continue" button to become 'active'.

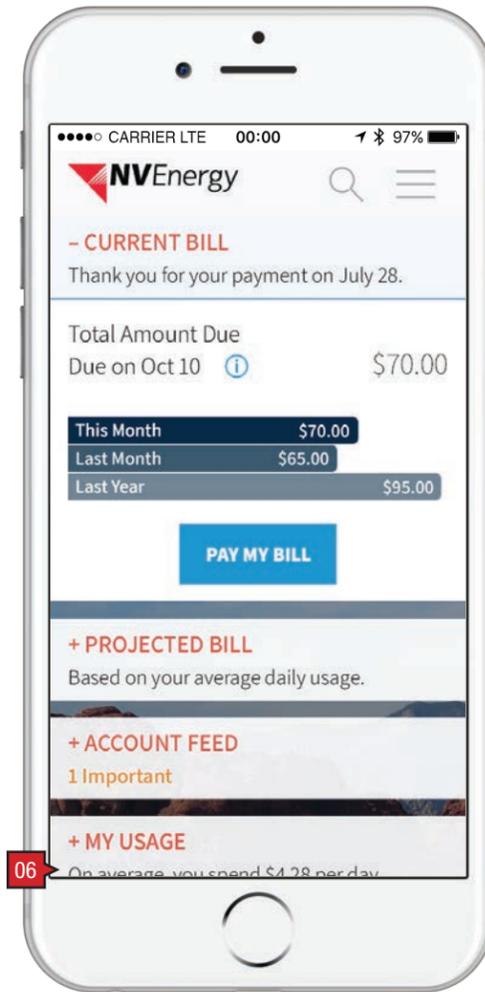
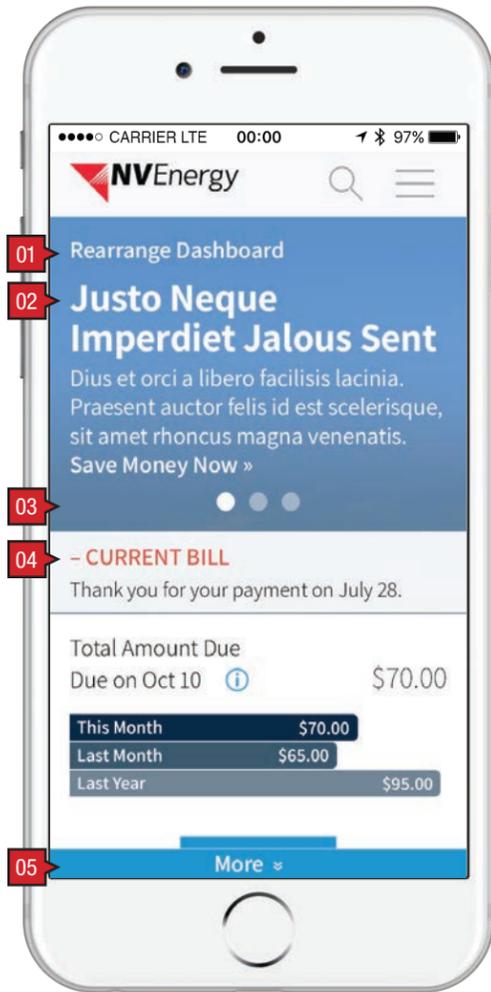
NV Energy Digital Experience

UX/UI Designs :: Mobile

IBM
Interactive
Experience



DASHBOARD :: Landing Page for Hybrid App

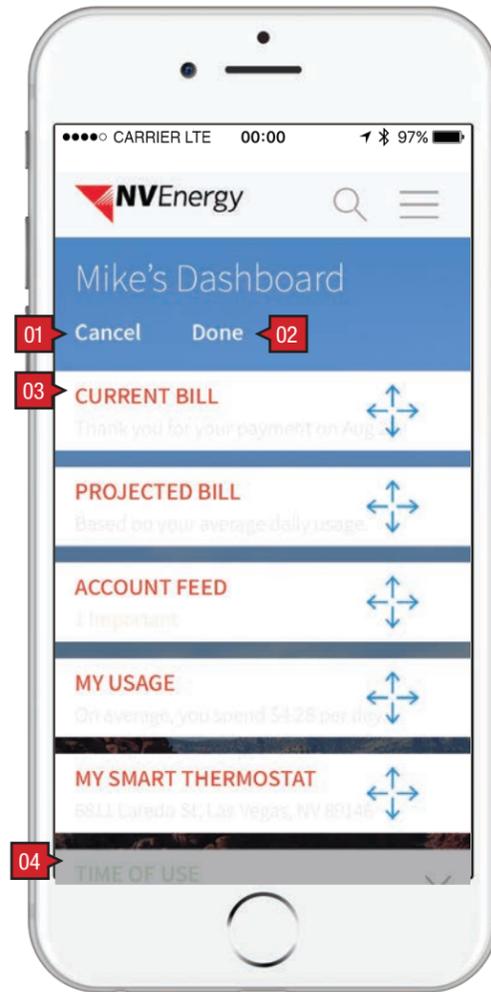


Screen Context / How the User Got Here / Screen Notes

Hybrid app landing page.

Description	Interaction	Notes
01 "Rearrange Dashboard" button	OnTap user can personalize the order of many of the dashboard tiles (see following).	
02 corp comm marketing opportunity carousel	OnSwipe (horizontal) user can view up to three marketing opportunities. OnSwipe (vertical) scrolls through the page (shown on right). Note that the marketing opportunity scrolls away offering the user greater screen real estate for the dashboard tiles.	
03 carousel indicator	BAU.	
04 dashboard tiles	OnTap the selected container opens to show additional information (see individual tiles).	The default position is for the 'top' container to be expanded. Before the user has an opportunity to rearrange the containers, "Current Bill" is the top container. All other containers default to being collapsed.
05 "More" scroll indicator (optional)	OnTap and/or Swipe (vertical) scrolls down the screen. Once the user begins to scroll the "More" indicator fades away.	
06 "More" scroll indicator (faded out after user begins to scroll)		

DASHBOARD :: Rearrange Dashboard

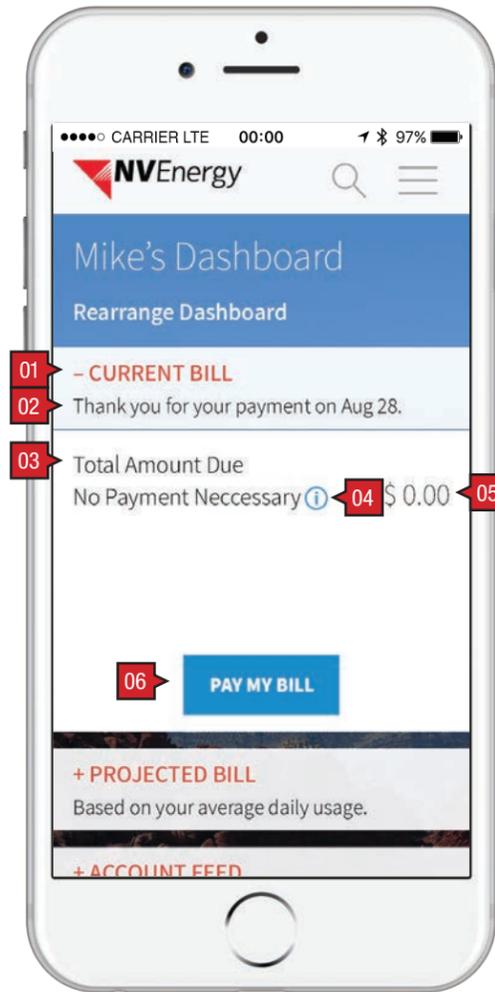
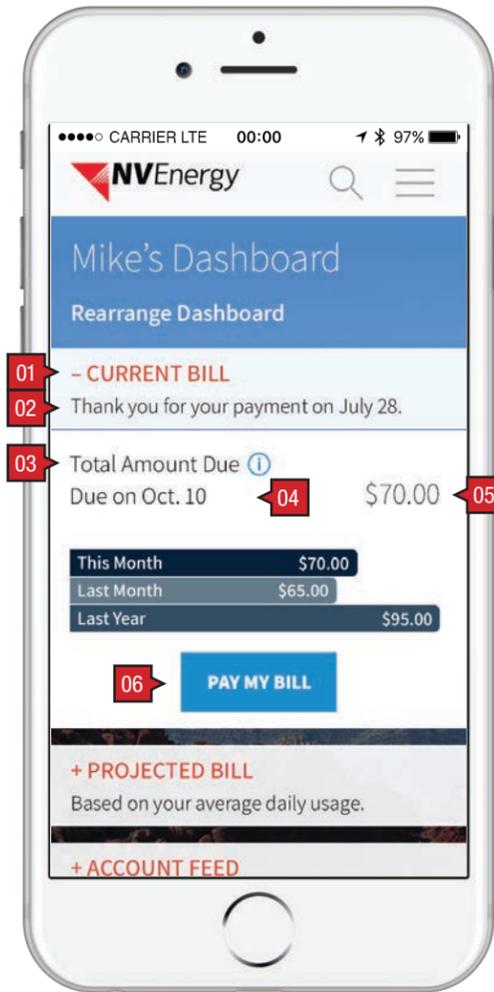


Screen Context / How the User Got Here / Screen Notes

User has tapped on the "Rearrange" button. Tiles while in their movable state shake similar to the iPhone.

Description	Interaction	Notes
01 "Cancel" button	OnTap the user is returned to the previous state without any of potential changes having taken affect.	
02 "Done" button	OnTap tiles are reordered and their positioning is remembered for future sessions.	
03 tiles in their movable state	User can drag the tile into a new position.	User can position tile(s) into their preferred position(s). NBA tiles cannot be moved.
04 next best action tiles	N/A	NBAs that have been closed are replaced by those below that remain open.

DASHBOARD :: Tiles :: Current Bill | Zero Amount Due

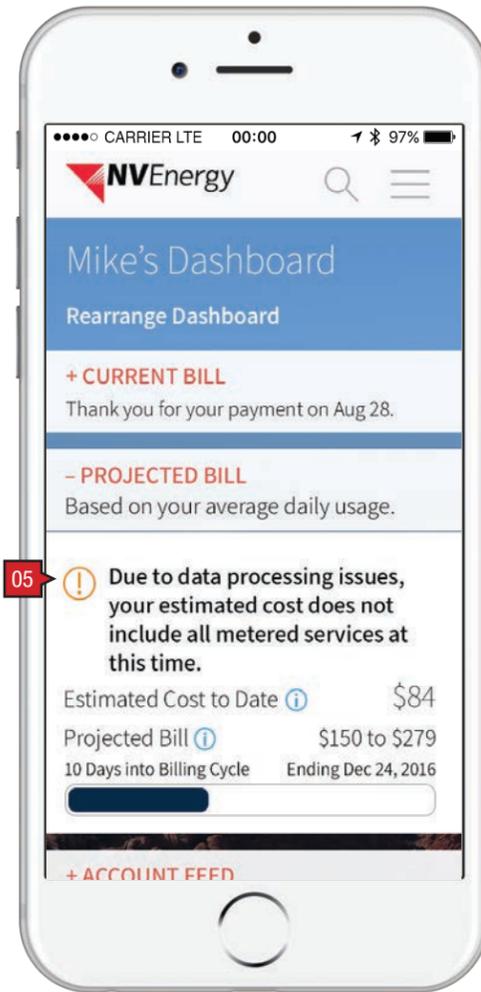
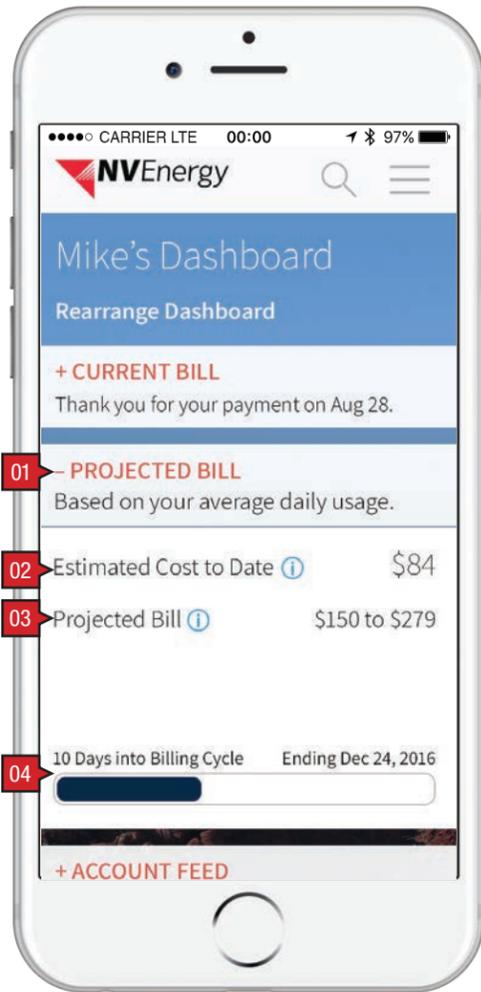


Screen Context / How the User Got Here / Screen Notes

My Bill detail. The left-hand image reflects when there is a balance due and the right-hand image reflects when there is no payment due.

Description	Interaction	Notes
01 Dashboard Tiles "Current Bill" and "Projected Bill" "+" / "-" (expand/collapse) icon and container	BAU.	
02 informational copy	None.	Dynamic text drawn from user's data. Date is based on user's last payment for the associated service account.
03 "Total Amount Due"	None.	Dynamic text drawn from user's data. Date is based on user's preset payment date for the associated service account.
04 tool tip	BAU.	
05 'balance'	None.	Dynamic text drawn from user's data. Balance amount is drawn from user's account balance.
06 "Pay My Bill" link	OnTap user is taken to Pay My Bill screen.	

DASHBOARD :: Tiles :: Projected Bill | Project Bill with Alert

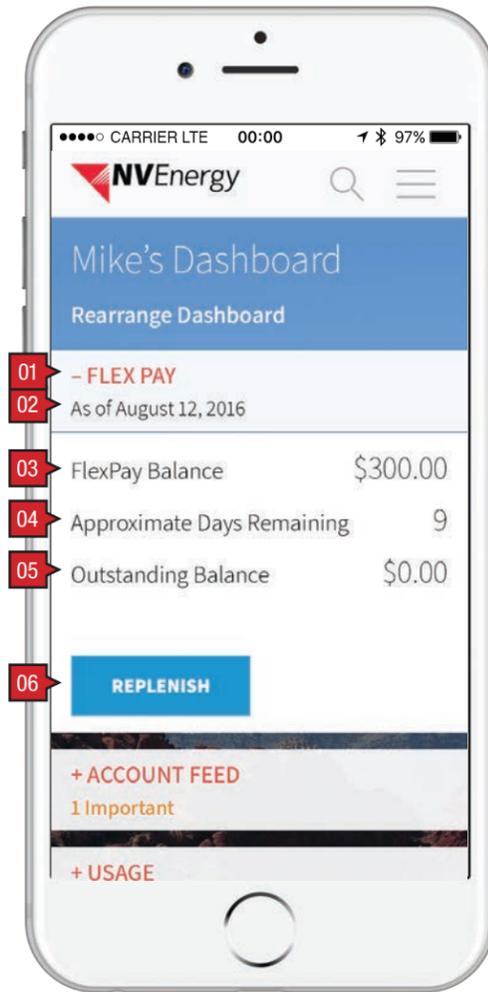


Screen Context / How the User Got Here / Screen Notes

Projected Bill detail.

Description	Interaction	Notes
01 header	None.	
02 informational text	None.	Dynamic text drawn from user's data. Billing Cycle is based on user's data with the associated service account.
03 projected next bill text	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
04 "[00] Days into Billing Cycle"	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
05 alert text	None.	

DASHBOARD :: Tiles :: FlexPay Enrolled

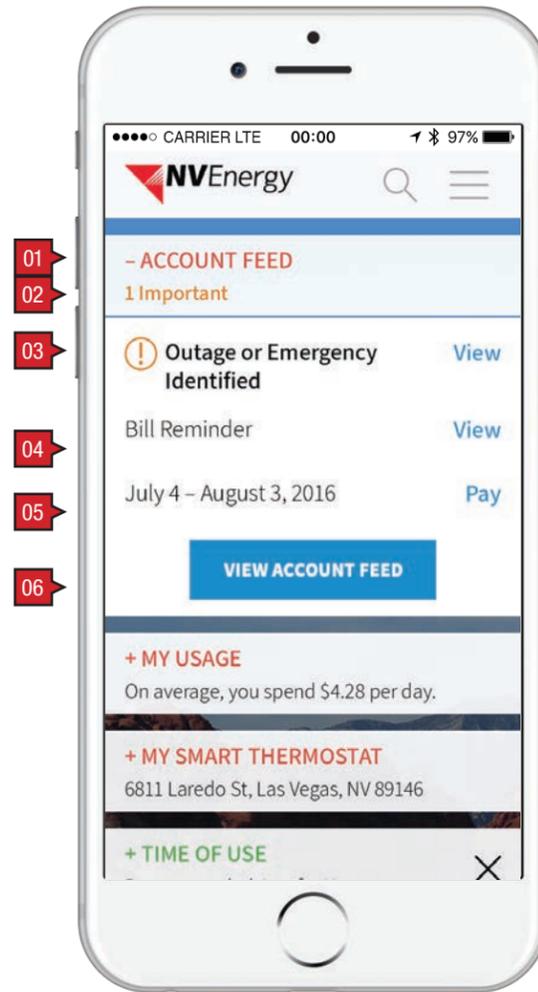


Screen Context / How the User Got Here / Screen Notes

FlexPay details: Enrollment Pending; Enrollment Incomplete; FlexPay (once enrolled).

Description	Interaction	Notes
01 header	None.	
02 "As of [date]"	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
03 "FlexPay Balance"	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
04 "Approximate Days Remaining"	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
05 "Outstanding Balance"	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
06 "Replenish" link	OnTap user is taken to the FLEXPAY :: Replenish FlexPay Account page.	

DASHBOARD :: Tiles :: Account Feed

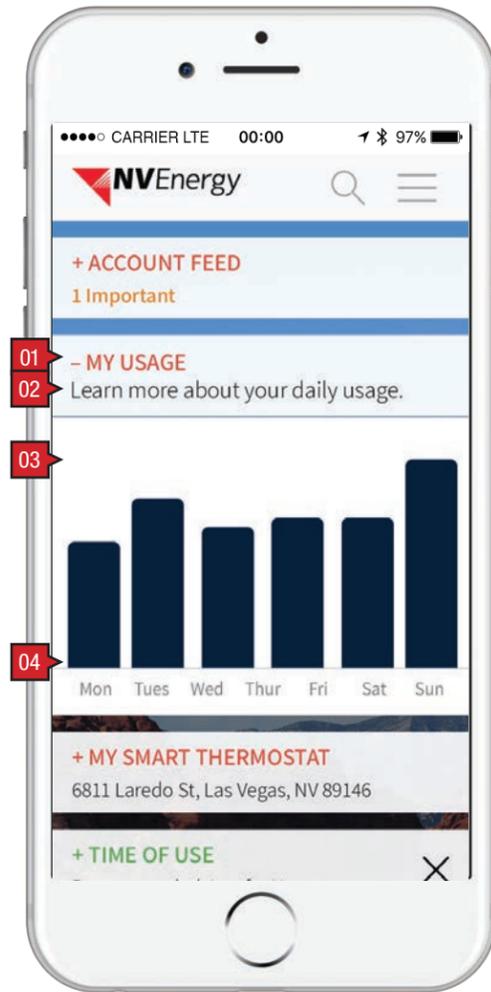
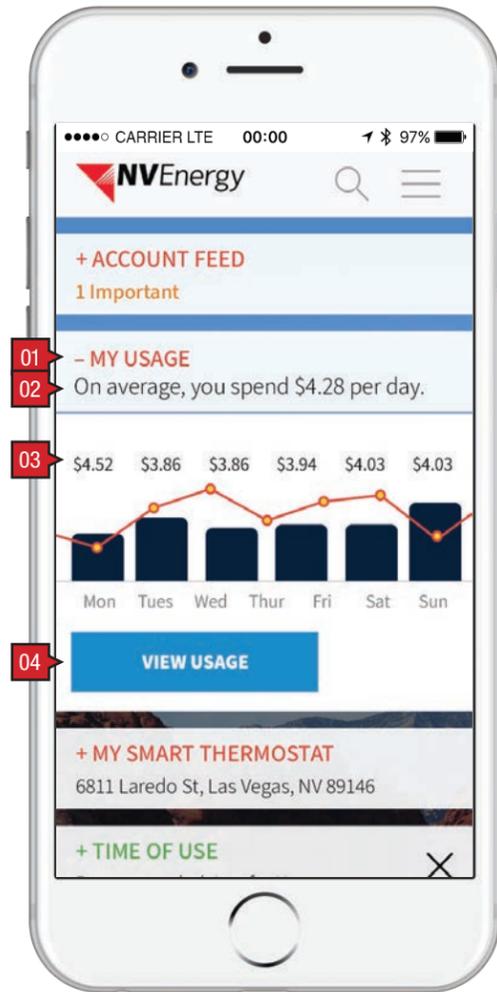


Screen Context / How the User Got Here / Screen Notes

Account Feed detail.

	Description	Interaction	Notes
01	Dashboard Tiles "Account Feed" and "My Usage" "+" / "-" (expand/collapse) icon and container	BAU.	
02	number of 'important'	None.	Dynamic text drawn from user's data associate with the currently viewed service account. Number of "Important" is drawn from "Important Notifications".
03	'important'	OnTap takes user their Account Feed with the Notification container expanded.	Dynamic text drawn from user's data associate with the currently viewed service account.
04	'notification'	OnTap takes user their Account Feed with the Notification container expanded.	
05	'statement'	OnTap takes user their Account Feed with the Payment and Billing History container expanded.	
06	"View Account Feed" link	OnTap takes user to their Account Feed with the Notifications container expanded.	

DASHBOARD :: Tiles :: My Usage :: Default Usage Graph | Only Displaying Usage in KWh

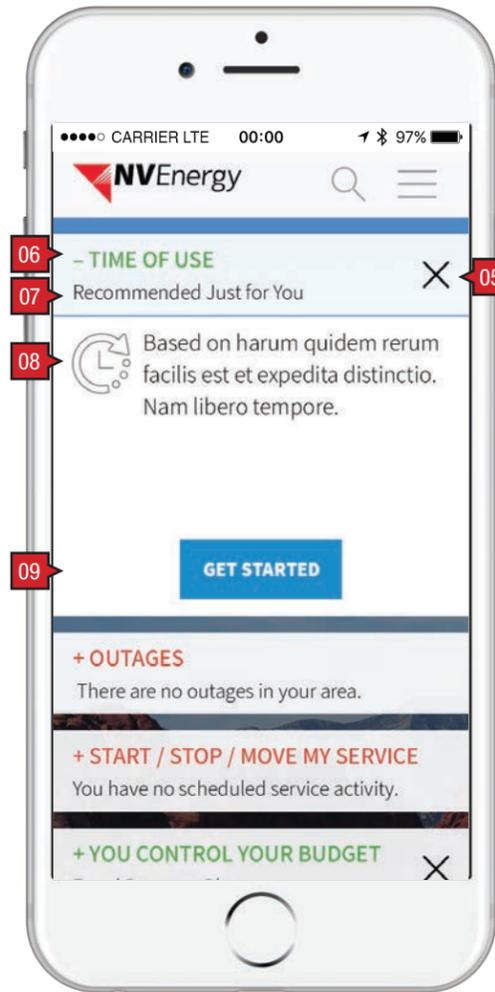
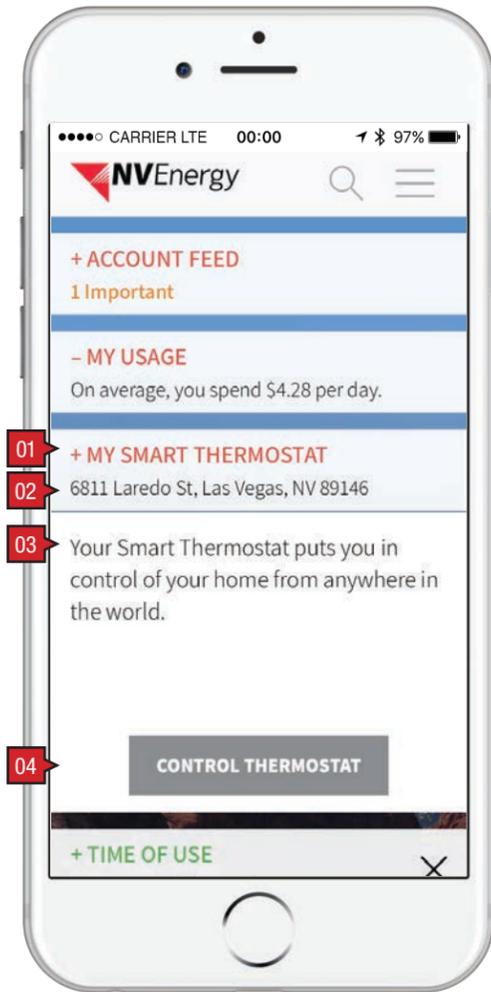


Screen Context / How the User Got Here / Screen Notes

My Usage detail. The left hand image shows the default usage graph (displaying usage both in kWh and dollar amount cost). The right hand image shows the usage graph for Net Metering, TOU, Net TOU, Generation, and kVARh customers (only displays usage in kWh).

Description	Interaction	Notes
01 Dashboard Tiles "My Usage" "+" / "-" (expand/collapse) icon and container	BAU.	
02 informational copy	None.	Dynamic text drawn from user's data associate with the currently viewed service account. Number of "Important" is drawn from "Important Notifications".
03 'usage' graph	None.	Graph type is driven by Banner based on the data returned from the Meter List; the graph type is selected for the first meter in the Meter List. See Appendix B (BRD): Banner and SOA Technical Specifications for inputs and outputs and Appendices C through G for details. <ul style="list-style-type: none"> a. IF serviceCode = 'GAS' THEN display the Therms graph. b. ELSEIF netMeteringFlag = 'Y' AND touMeteringFlag = 'N' THEN display the NET graph. c. ELSEIF netMeteringFlag = 'N' AND touMeteringFlag = 'Y' THEN display the TOU graph. d. ELSEIF netMeteringFlag = 'Y' AND touMeteringFlag = 'Y' THEN display the NET TOU graph. e. ELSEIF serviceCode = 'EL' THEN display the KWH graph. f. IF demandMeteringFlag = 'Y' THEN add demand overlay to the default electric graph (kWh, TOU, NET, NET TOU), with demand data series display turned ON by default. Consumption values displayed are driven by graph type: <ul style="list-style-type: none"> a. If Net, display net usage by day in same format as Actual Daily Usage (kWh) Net Metering graph. b. If TOU, display TOU usage by day in same format as Actual Daily Usage (kWh) Time of Use for One Month graph. c. If Net TOU, display both Net and TOU usage by day in same formats as in a. and b. d. All else, display total usage (kWh) by day in same format as Actual Daily Usage (kWh) for One Week graph. Preceding 7 days with data should be displayed. Cost should be displayed by day based on values provided by Big Data. Cost should be rounded to 2 decimal places.
04 "View Usage" button	OnTap user is directed to the "Usage :: Actual Daily Usage (kWh) for One Week" screen.	

DASHBOARD :: Tiles :: My Smart Thermostat | Time of Use



Screen Context / How the User Got Here / Screen Notes

My Smart Thermostat detail. Next Best Action (Time of Use) detail.

Description	Interaction	Notes
01 Dashboard Tiles "My Smart Thermostat" and "+" / "-" (expand/collapse) icon and container	None.	
02 service address	None.	Dynamic text drawn from user's data associate with the currently viewed service account.
03 informational copy	None.	
04 "Control Thermostat" link	OnTap user is taken to the EcoFactor login screen.	
05 'close' button	BAU.	Only Next Best Action tiles can be closed/removed.
06 Dashboard Tiles 'NBA header' "+" / "-" (expand/collapse) icon and container	BAU.	
07 [plan/program name]	None.	
08 informational copy	None.	
09 "Get Started" link	OnTap user is taken to the informational landing page for the associated plan/program.	

MY PROFILE :: My Profile



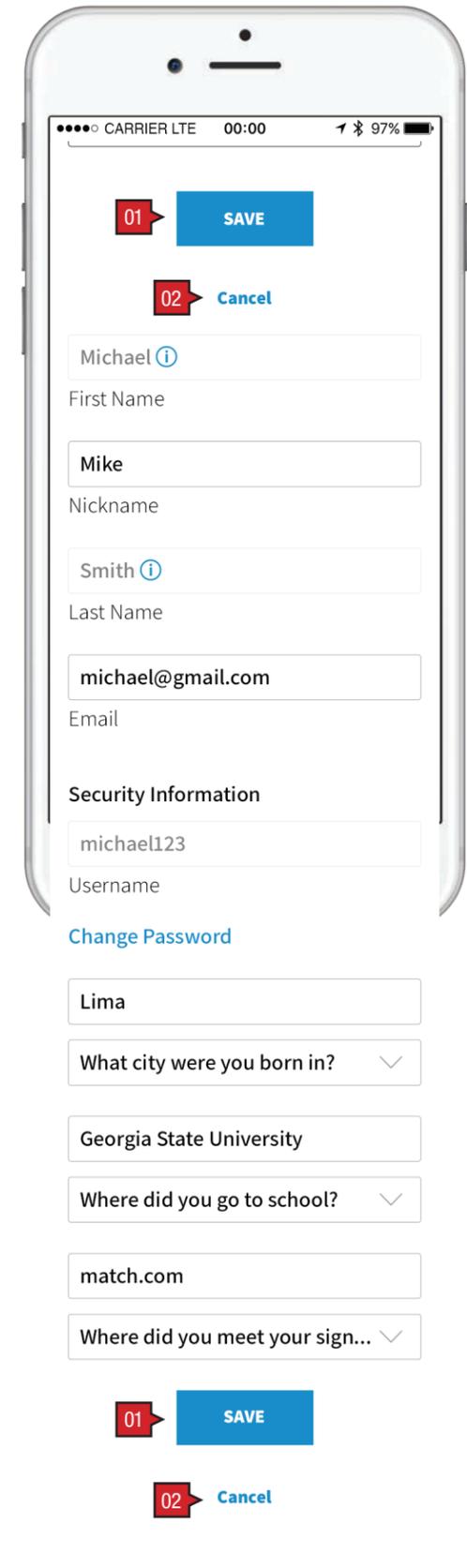
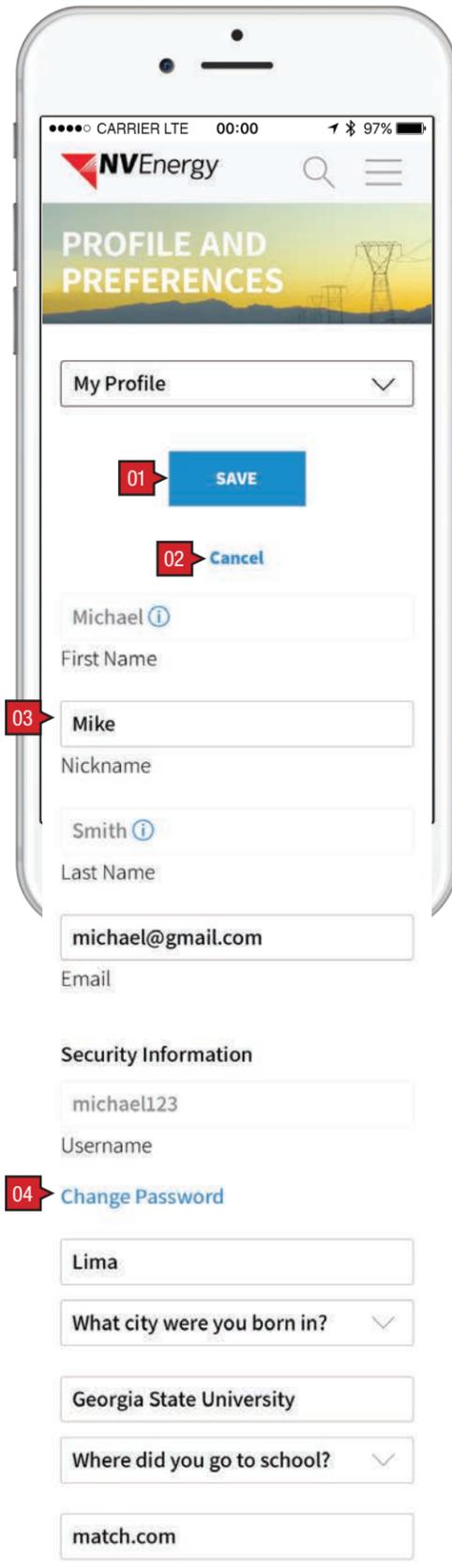
Screen Context / How the User Got Here / Screen Notes

User has arrived at the Profile and Preference page with the default Profile tab opened.

Description	Interaction	Notes
01 "My Profile" drop down	BAU.	
02 "Edit" button	OnTap the user is given the opportunity to edit their personal information (see following).	
03 personal information	None.	

Tier 2 Note: We will need to add "Link Account" button similar to "Authorized Users".

MY PROFILE :: Edit My Profile

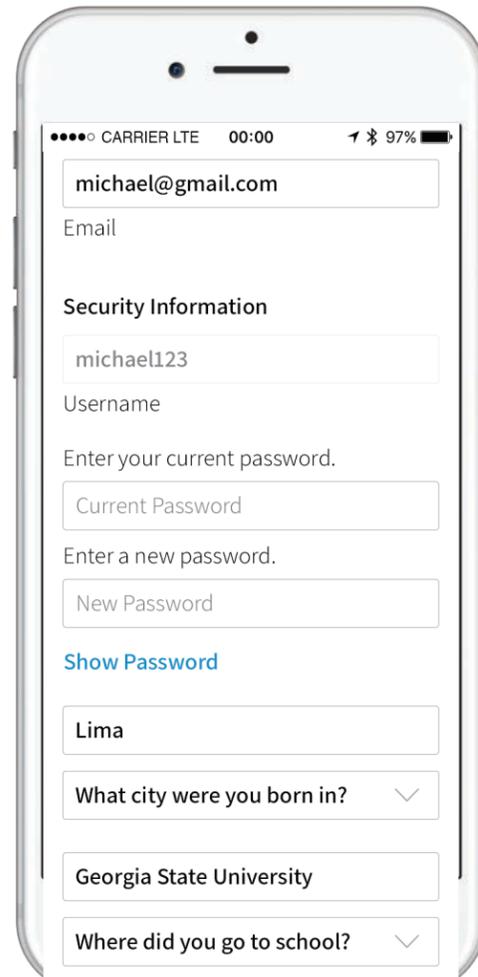
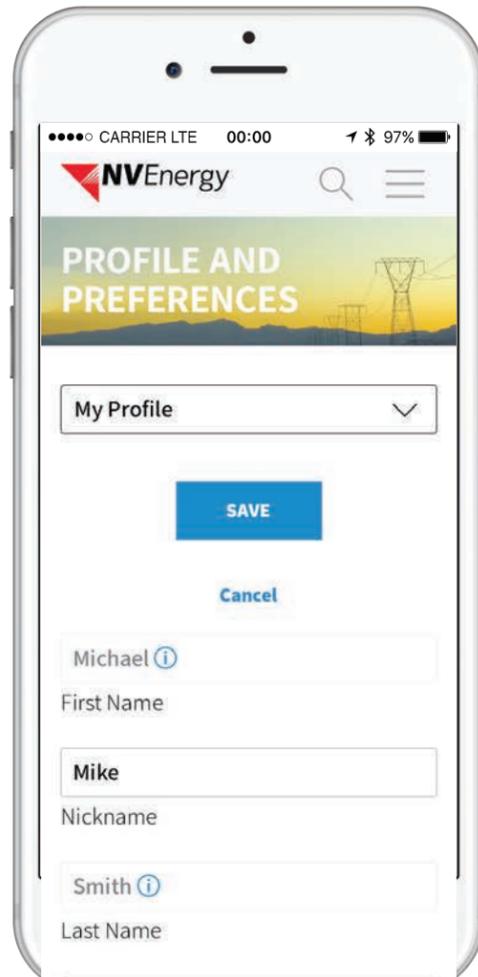


Screen Context / How the User Got Here / Screen Notes

User has tapped on the "Edit Profile" button from the previous screen.

Description	Interaction	Notes
01 "Save" button	OnTap user edits are verified, saved, and the container returns to its 'view' state.	While saving, the user is shown a "Saving" indicator (see "MY PROFILE :: My Profile :: Saving" screen).
02 "Cancel" button	BAU.	
03 forms filled out and editable	User's have the option to make edits to the text entry fields.	First and Last Name fields are not editable. Instead the user is offered a tool tip explaining why the field can not be changed.
04 "Change Password" button	OnTap password fields are shown in their editable state.	

MY PROFILE :: Edit Password



Screen Context / How the User Got Here / Screen Notes

User has tapped on the "Change Password" button shown in the earlier state.

Description	Interaction	Notes
01 password fields	BAU.	
02 "Show Password" checkbox	OnTap shows user the inputted password and link changes to "Hide Password".	
03 password meter	BAU.	

- 01 Enter your current password.
Current Password
- 02 Show Password
- 03 What city were you born in?

MY PROFILE :: My Profile :: Saving | Edits Saved

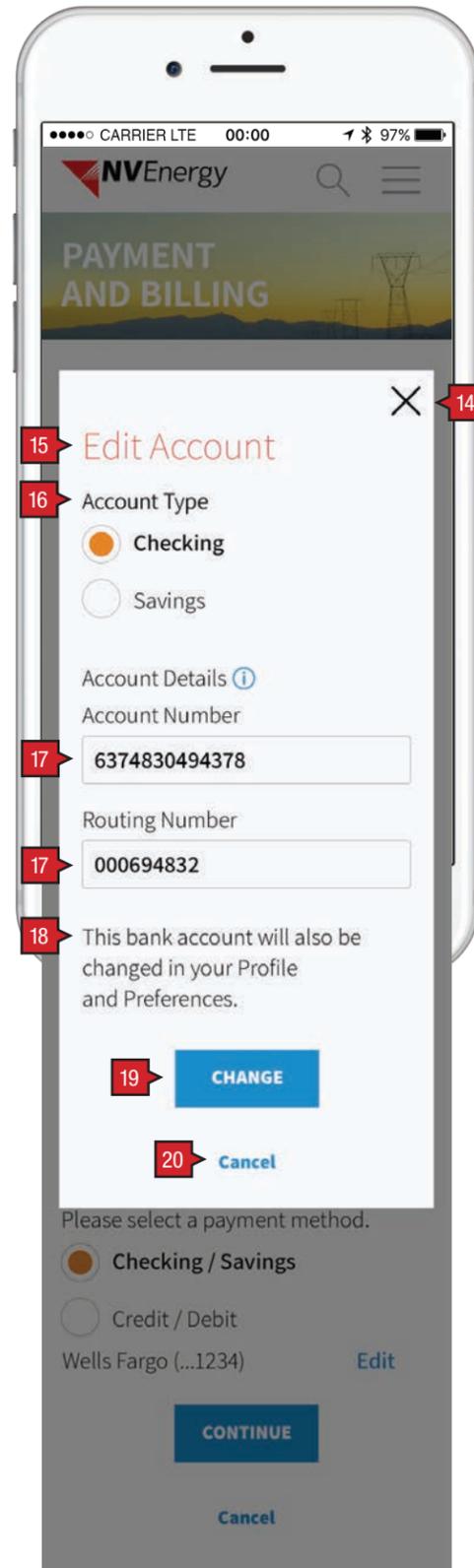
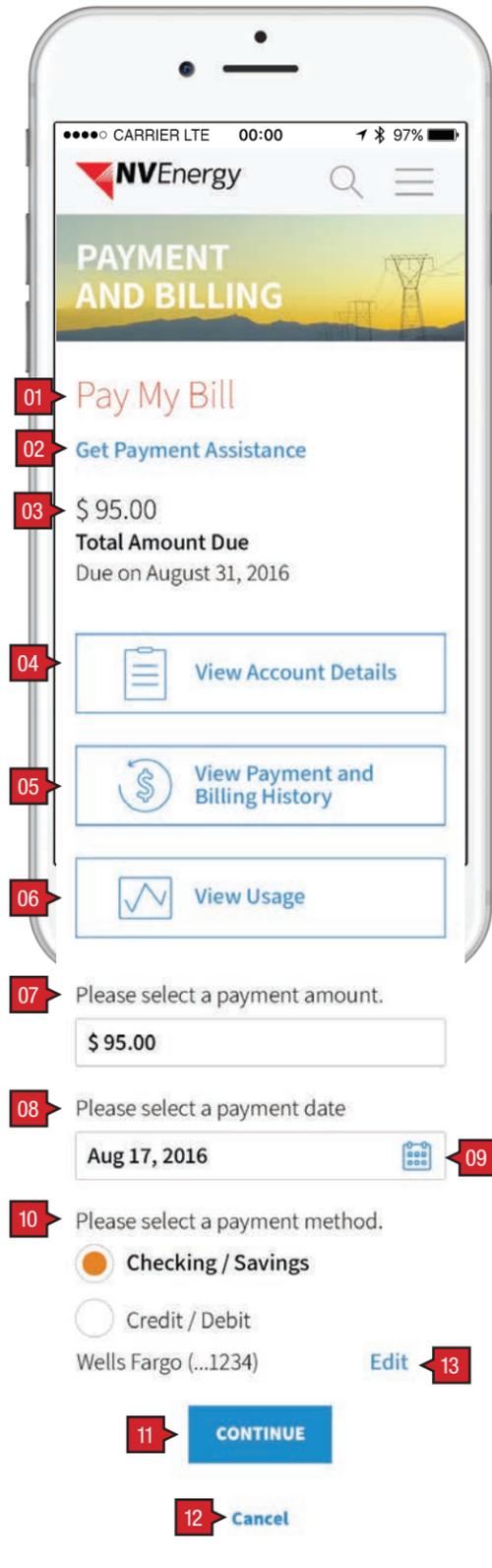


Screen Context / How the User Got Here / Screen Notes

User has tapped on the "Save" button from the earlier state.

Description	Interaction	Notes
01 "Saving..." indicator	None.	
02 "Saved..." indicator	None.	After the screen is saved, this indicator is shown briefly (5 seconds) before returning to the editable state.

PAY MY BILL :: Landing Page :: User Has Bank Account On File | Edit Bank Account Modal

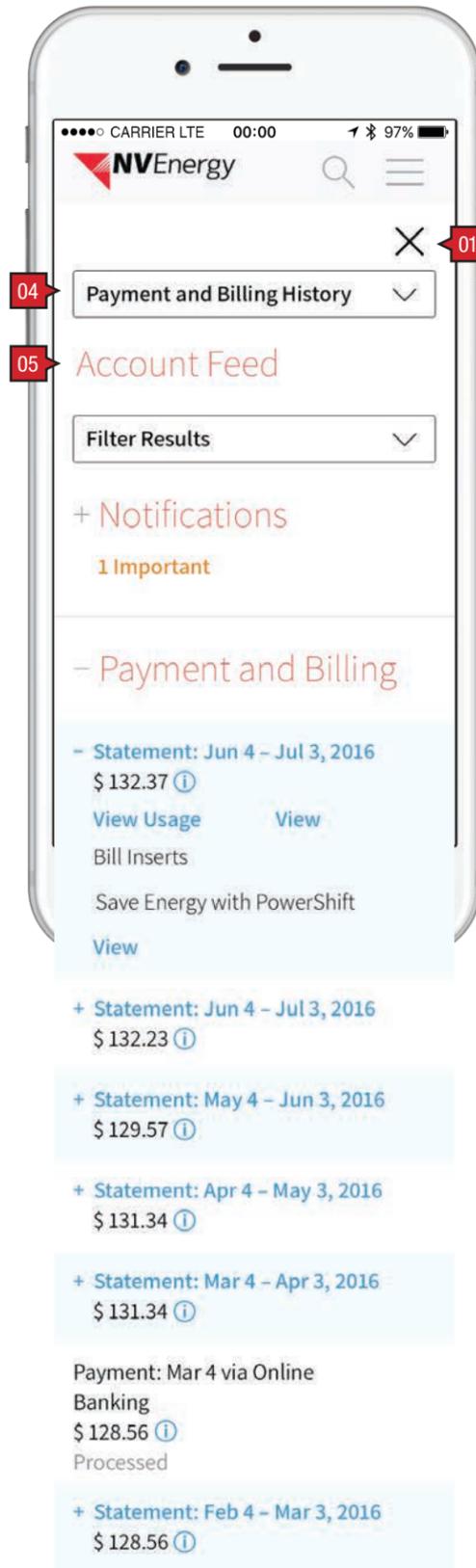
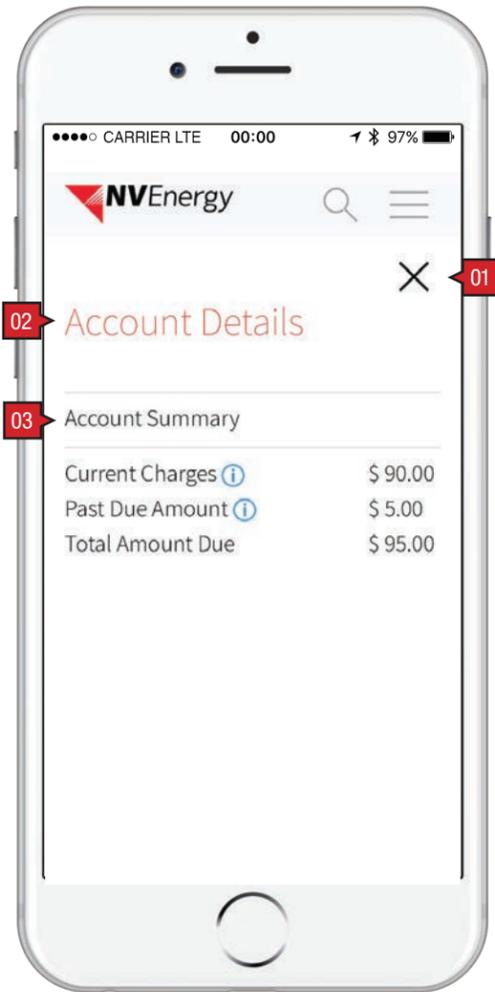


Screen Context / How the User Got Here / Screen Notes

User has selected Pay My Bill from corporate home page or from MyAccount dashboard tile. They have a bank account on file.
 User has selected, "Edit" bank account.

Description	Interaction	Notes
01 header	None.	
02 "Get Payment Assistance" link	OnTap, user is taken to 'Get Payment Assistance' page.	
03 "Total Amount Due"	None.	"Value" and "Due On" date provided by Banner.
04 "View Account Details" button	OnTap full-screen drawer appears with user-chosen information/experience shown.	
05 "View Billing and Payment History" button		
06 "View Usage" button		
07 "Please Select a Payment Amount" subhead and form entry field	BAU.	Value defaulted to "Total Amount Due" value.. User can overwrite value with new value. Payment limits articulated in legacy BRD.
08 "Payment Date" subhead and form entry field	OnTap, user is presented with calendar selector where user can select the payment date.	Value defaulted to today's date.
09 calendar selector icon		The Payment date must be equal to or greater than system date, not to exceed 30 days from the system date. User cannot select past dates so these dates are gray to indicate disabled. The clickable dates are blue to indicate that user can select these dates. Error messaging detailed in legacy BRD.
10 "...payment method" subhead and radio buttons	BAU.	User created bank accounts and "Add a Bank Account" are selection items under the drop down menu .
11 "Continue" button	OnTap information is verified, saved and the transaction is completed.	
12 "Cancel" button	OnTap, user is displayed with "Are you sure?" modal.	If user taps "Yes", the decision is to cancel is confirmed. Changes are lost and the user is returned to the previous screen. If user taps "No", the modal goes away returning the user to the edit state where they left off before tapping on the "Cancel" button.
13 "Edit" button	OnTap user is shown the edit bank account modal (following).	
14 'close' button	BAU.	
15 header	None.	
16 "Account Type" radio buttons	BAU.	
17 "Account Number" / "Routing Number" text entry fields	BAU.	
18 informational copy	None.	
19 "Change" button	OnTap, new account information is saved and user is returned to 'Pay My Bill' screen.	
20 "Cancel" link	BAU.	

PAY MY BILL :: Account Details | Viewing Billing and Payment History



Screen Context / How the User Got Here / Screen Notes

User has tapped View Account Details button.

User has tapped View Billing and Payment History button.

Description	Interaction	Notes
01 'close' button	BAU.	
02 header	None.	
03 "Account Summary" copy	None.	Values provided by Banner.
04 page dropdown menu	OnTap user can select which tab they want to view ('Payment and Billing History' or 'Usage'). Tapping a selection takes the user directly to the page for that tab.	
05 Account Feed drawer with "Payment and Billing History" container open	BAU.	