

USABILITY TEST SCRIPT: LOA

A. User Orientation

1. Can you tell us about the properties you manage (number, size, number of tenants, etc.)?
2. When STARTING service for your tenants what challenges do you have?
3. When STOPPING service for your tenants what challenges do you have?

B. Usability Testing – PAPER PROTOTYPING


1. Enroll – Default Landing Page
2. Enrollment Form
3. **Dashboard**
4. Start
5. In Process Requests

C. Conclusion

1. What are your thoughts on the system we just showed you?
2. Do you feel like you could START or STOP a service successfully using this system?
3. Do you have any comments, concerns, or questions about the system?
4. Are there any pain points in the current LOA application that we have not addressed?

Enroll

1. How would you describe the Landlord, Owner, Agent system to someone else?
2. How would you sign up for the Landlord, Owner, Agent system?

 [Help](#) [My Profile](#) [Logout](#) [Choose a Language](#)
Google Translate Disclaimer

[Account Overview](#) [Manage Utilities](#) [View Usage](#) [Ways to Conserve](#) [Assistance Programs](#)

ADD A NEW UTILITY ACCOUNT


Add utility accounts to your profile by entering your account number and corresponding mailing address zip code.

* **Account Number**

* **Mailing Zip Code**

[Continue](#)

Find your account number and mailing zip code details in the upper left



CITY OF SEATTLE		Seattle City Light Bill	
Account Number	05000210030	Service Address	1714
Account Name	05000210030	Customer ID	134407
Account Type	05000210030	Balance	0.00
Account Status	05000210030	Current Utility	13.45
		TOTAL AMOUNT DUE ON June 28, 2018	\$13.45

START SERVICE ON A NEW PREMISE

Add utility accounts to your profile by entering your account number and corresponding mailing address zip code.

Start Service is to establish utility service(s) (electricity, water, sewer, and garbage) in your name if you are new, returning to, or starting service at another property in the Seattle Utilities service area. This request is available to residential renters and owner or business renters and owners. The property must be serviced by Seattle Utilities; the physical address and the start date are needed to complete the request.

[Start Service](#)

ENROLL IN LANDLORD, OWNER, AGENT (LOA)

Landlords, property owners or agents/property managers of multi-unit properties can start or stop service for

- Simply register online for a LOA account to:
- Request changes in unit occupancy for one or many at once
- Close tenant accounts
- Verify tenant identification for all new accounts

[Enroll in LOA](#)

Enrollment Form

Background: You work on behalf of ABC Property Managers. You manage a 10 unit building at 123 Main Street and five unit building at 456 Summit Ave.

1. What address would you type the Property Address field?
2. How would you request access to both properties?
3. Would you enroll in LOA as an individual or a business?
4. What email address will the confirmation for this request go to?
5. How would you update who this request is emailed to?

City of Seattle
Utility Services

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Enroll in Landlord, Owner, Agent (LOA)

Landlord, Owner, Agent/property managers of multi-unit buildings can apply to start and stop service on behalf of tenants.

1 Apply for LOA 2 Review & Submit 3 Confirmation

Select Property

Enter a Property Address below, only one address per multi-unit building is necessary. Click add to include more properties in this application.

* **Property Address (do not include unit numbers)**

Street, City, State, Zip

Add More

Applying as

Individual Business

Applicant Information

First Name David	Last Name Euphrates	Email Address (Change in Profile) David.Euphrates@domain.com
* Country United States	* Mailing Address Street, City, State, Zip	
* Primary Contact Phone ###-###-####	Secondary Phone ###-###-####	* Relationship to owner Select

FACT Act

Under the Federal [Fair and Accurate Credit Transaction Act](#), Seattle City Light is required to obtain proof of identification when a customer establishes a new account. In order to comply with the FACT Act and its identity theft prevention requirements, all LOA users must verify a tenant's identification prior to submitting requests.

* I, **[SUBMITTER NAME]**, declare under penalty of perjury under Washington State law that I am the Landlord Owner, Agent/Property Manager for these properties.

In order to comply with the FACT Act and its identity theft prevention requirements, I will verify all tenant's identification prior to submitting requests.

I certify that the information I provided is accurate and complete and that I may be subject to criminal prosecution if I have knowingly given false or misleading information.

Cancel Next

Dashboard

1. Who is occupying Unit 102 at 5136 8th St SE?
2. Are they the landlord?
3. When did service start at unit 102?
4. How would you start service for a unit?
5. What do you expect "In Process Requests" to show you?
6. How would you download a list of all properties and associated units?
7. How would you add another property to your LOA?
8. What would you do if you wanted to move a tenant into a different street address?
9. How would you cancel your LOA access?
10. If you cancel your LOA access, do you think you will need to re-apply to submit another start or stop request?

The screenshot displays the City of Seattle Utility Services dashboard. The top navigation bar includes the City of Seattle logo, utility services, and user options like Help, My Profile, Logout, and a language selection dropdown. Below the navigation bar, there are menu items for Account Overview, Manage Utilities (which is highlighted), View Usage, Ways to Conserve, and Assistance Programs.

Landlord, Owner, Agent (LOA)

5136 8th Street SE, Seattle WA Export

Add/Remove Property | [Select a Different Property](#)

Search Show Filters

Unit	Status	Start Date	Account Holder	Landlord	Delinquency Alert	Services
Unit 101	Active	09/20/2019	John Doe	John Doe	On	Start Stop
Unit 102	Active	6/30/2020	Andrew Johnson	John Doe	On	Start Stop In Process Request
Unit 103	-----	---	---	-----	---	Email Support
Unit 104	Pending Start	7/01/2021	Abigail Forsyth	John Doe	Off	Start Stop In Process Request

[Unenroll from Landlord, Owner, Agent](#)

Start

1. What are the implications of submitting a START request outside of the two-week window?
2. If you had two roommates, how would you include both of them in the request?
3. UDP Question > **NOTE: Message UDP treatment**

City of Seattle
Utility Services

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Account Overview Manage Utilities View Usage Ways to Conserve Assistance Programs

Start Service

Landlord, Owner, Agent (LOA) Start Service establishes electric service for your tenants. Service will start using the reads from the Automated (AM) meters. If an automated read is not available, an estimated read will be used.

1 Start Service 2 Review & Submit 3 Confirmation

Service Information

Service Address
5136 8th Street SE, Unit 104 Seattle, WA 98120

LOA Contact Email Address (Change in My Profile)
David.Euphrates@domain.com

Start Date

The start service date should be between MM/DD/YYYY and MM/DD/YYYY.
If the start date is more than two weeks from today's date, you may be held responsible for outstanding charges, even if they are in the tenant's

* **Start Service Date**
MM/DD/YYYY The start date is more than 2 weeks from today's date. I acknowledge I may be

Utility Discount Program (UDP)

My tenant has notified me they qualify for the Utility Discount Program or that they are currently enrolled.

Tenant # 1 (Primary)

* **First Name** **Last Name**

Phone Type **Phone Number** **Email address**

Mailing address different from service address

* **Country** **Mailing Address**

Additional Tenants

Delinquency Notification

By checking the box below, a Delinquency Notification will be sent if the tenant receives a Delinquent or Urgent Notice. The Delinquency Notification will be sent to the same address as the Vacancy Bills for this property. Tenants will be notified that a Delinquency Notice request is on their account.

Yes, sign up for Delinquency Notification

Identity Verification

* I, **[SUBMITTER NAME]**, declare under penalty of perjury under Washington State law that I am the Landlord Owner, Agent/Property Manager for these properties.

In order to comply with the FACT Act and its identity theft prevention requirements, I will verify all tenant's identification prior to submitting requests.


I certify that the information I provided is accurate and complete and that I may be subject to criminal prosecution if I have knowingly given false or misleading information.

Terms and Conditions

I understand Seattle Utilities operate under [Washington State and City of Seattle laws and Privacy Policy](#).

In Process Requests

1. What is the content on this page telling you?
2. Do you understand why you can Cancel some requests and not others?

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[Account Overview](#) [Manage Utilities](#) [View Usage](#) [Ways to Conserve](#) [Assistance Programs](#)

In-Process Request(s)

The information below outlines this In-Process Request. Request Source is how the request was submitted. Requester Username is who submitted the request. Request Date is when the request was made. Request Type is what is being done.

Request #1 Cancel

Request Source	Utility Customer Self Service Web Portal
Requester Username	dEuphrates
Request Date	MM/DD/YYYY
Request Type	Start Service
Service Address	5136 8th Street SE, Unit 104 Seattle, WA 98120
Customer Contact ID Number	4378452535
Start Service Date	MM/DD/YYYY
Tenant # 1 (Primary)	
First Name	[NAME]
Last Name	[NAME]

Request #2

This request cannot be canceled because it was not created through LOA, by you.

Request Source	Call Center
Request Date	MM/DD/YYYY
Request Type	Start Service
Service Address	5136 8th Street SE, Unit 104 Seattle, WA 98120
Start Service Date	MM/DD/YYYY

Back