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?

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?

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?

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

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Start Service

Landlord, Owner, Agent (LOA) Start Service establishes electric service for your tenants.
Service will start using the reads from from the Automated (AMI) 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
[First Name]

* Last Name
[Last Name]

Phone Type
[Select ⌄]

Phone Number
[###-###-####]

Email address
[name@domain.com]

☑ Mailing address different from service address

* Country
[United States ⌄]

* Mailing Address
[Street, City, State, Zip]

Additional Tenants

[Add Tenant]

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.

[Cancel]   [Next]

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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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

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