

## Ideation Phase

### Define the Problem Statements

Date	15 June 2025
Team ID	LTVIP2025TMID51709
Project Name	Plugging into the Future: An Exploration of Electricity Consumption Patterns Using Tableau.
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

<b>I am</b>	<small>Describe customer with 3-4 key characteristics - who are they?</small>	Describe the customer and their attributes here
<b>I'm trying to</b>	<small>List their outcome or "job" the care about - what are they trying to achieve?</small>	List the thing they are trying to achieve here
<b>but</b>	<small>Describe what problems or barriers stand in the way - what bothers them most?</small>	Describe the problems or barriers that get in the way here
<b>because</b>	<small>Enter the "root cause" of why the problem or barrier exists - what needs to be solved?</small>	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	<small>Describe the emotions from the customer's point of view - how does it impact them emotionally?</small>	Describe the emotions the result from experiencing the problems or barriers

#### 2.1 Problem Statement

Customer Problem Statement Template				
I am	I'm trying to	But	Because	Which makes me feel
Utility company analyst.	Understand electricity usage patterns across sectors and seasons.	I can't get real-time, interactive insights from the current data reports	They are static, unorganized and lack visual clarity.	Frustrated, Uncertain and unprepared to make efficient energy decisions.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Utility company analyst.	Understand electricity usage patterns across sectors and seasons.	I can't get real-time insights from the current data reports.	They are static, unorganized and lack visual clarity.	Frustrated, uncertain and unprepared to make efficient energy decisions.

## 2.2 Empathy map

