

Ideation Phase

Define the Problem Statements

Date	06 May 2023
Team ID	NM2023TMID19405
Project Name	SMART BILLING SYSTEM FOR WATER SUPPLIERS
Maximum Marks	2 Marks

Customer Problem Statement

<p>I am</p> <div style="border: 1px solid green; padding: 10px; margin: 10px auto; width: 80%;"> <p>A customer</p> </div>	<p>I'm trying to</p> <div style="background-color: #a6a6a6; padding: 10px; margin: 10px auto; width: 80%;"> <p>Making payment on my phone</p> </div>	<p>but</p> <div style="border: 1px solid green; padding: 10px; margin: 10px auto; width: 80%;"> <p>Difficulty understanding and analyzing billing</p> </div>	<p>because</p> <div style="background-color: #ffcc00; padding: 10px; margin: 10px auto; width: 80%;"> <p>Frustration and distrust when experiencing billing</p> </div>	<p>Which makes me feel</p> <div style="background-color: #ff6600; padding: 10px; margin: 10px auto; width: 80%;"> <p>FRUSTRATED</p> </div>
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	TEAM LEAD	Frequently checking the mail for water bills	it takes long time	Inconvenience caused by delayed bill receipt	frustrated
PS-2	TEAM MEMBER 1	Contacting the supplier for billing inquiries and disputes	no idea	Difficulty understanding and analyzing billing information.	frustrated
PS-3	TEAM MEMBER 2	Exploring ways to reduce water	I can't	Feeling empowered when able to	frustrated

		usage through conservation methods		track water usage and detect leaks.	
PS-4	TEAM MEMBER 3	Making payments through preferred digital platforms	billing errors	Frustration and distrust when experiencing billing errors	frustrated