

Define CS, fit into	<div>1. CUSTOMER SEGMENT(S)<div><div>Urban planners</div><div>Energy analysts</div><div>Policy makers</div><div>Environment-conscious households</div></div><div>i.e. working parents of 0-5 y.o. kids</div></div> <div>CS</div>	<div>6. CUSTOMER<div><div>Lack of data literacy</div><div>Limited access to high-quality, cleaned data</div></div><div>CC</div></div>	<div>5. AVAILABLE SOLUTIONS<div><div>Excel reports and manual data crunching</div><div>Static charts in government reports</div><div>Raw data from utilities without user-friendly interfaces</div></div><div>AS</div></div> <td rowspan="3">Explore AS,</td>	Explore AS,	
	<div>2. JOBS-TO-BE-DONE / PROBLEMS<div><div>Identify patterns and anomalies in electricity usage.</div><div>Understand peak consumption times and regional usage.</div><div>Recommend data-driven policy or efficiency measures.</div></div><div>J&P</div></div>	<div>9. PROBLEM ROOT CAUSE<div><div>Electricity consumption is rising but insights are buried in raw data</div><div>Stakeholders struggle to act due to poor visualization and clarity</div></div><div>RC</div></div>	<div>7. BEHAVIOUR<div><div>Analyze CSV/Excel files manually</div><div>Refer to government publications or dashboards</div><div>Discuss usage reports in policy forums</div></div><div>BE</div></div> <td rowspan="3">Focus on J&P, tap into BE,</td>		Focus on J&P, tap into BE,
	<div>3. TRIGGERS<div><div>Rising electricity bills</div><div>Government push for sustainable energy</div><div>Interest in smart grid technology</div><div>Availability of visualization tools like Tableau</div></div><div>TR</div></div>	<div>10. YOUR SOLUTION<div><div>An interactive Tableau dashboard analyzing electricity consumption by region, time, and sector</div><div>Clear visuals and filters for easy exploration</div><div>Data-backed insights for energy-saving strategies</div></div><div>SL</div></div>	<div>8. CHANNELS of BEHAVIOUR<div><div>Online: Tableau Public, energy forums, data portals</div><div>Offline: Stakeholder meetings, energy audits, policy planning sessions</div></div><div>CH</div></div> <td rowspan="3">Extract online & offline CH of</td>		
<div>4. EMOTIONS: BEFORE / AFTER<div><div>Before: Confused, overwhelmed, unaware of patterns</div><div>After: Informed, empowered, motivated to act sustainably</div></div><div>EM</div></div>					