

Define CS, fit into	<div>1. CUSTOMER SEGMENT(S)<div>CS</div><ul style="list-style-type: none">Utility company decision-makersGovernment policymakers (energy departments)Energy analysts and researchersPublic sector monitoring authorities</div>	<div>6. CUSTOMER<div>CC</div><ul style="list-style-type: none">Limited technical/data visualization skillsBudget constraints for tool adoptionReliance on manual Excel-based workflowsLimited access to cleaned, centralized dataLow IT infrastructure in smaller utility companies</div>	<div>5. AVAILABLE SOLUTIONS<div>AS</div><ul style="list-style-type: none">Static government reports in PDF/ExcelManual data analysis using spreadsheetsInternal dashboards with limited scope<div>Pros: Familiar tools, simple setup</div><div>Cons: No interactivity, slow, difficult to analyze, lacks filtering</div></div>	Explore AS, Focus on J&P, tap into BE, understand
	<div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&P</div><ul style="list-style-type: none">Understand state-wise and sector-wise electricity usage patternsForecast demand for better grid managementIdentify peak hours and plan energy-saving programsAnalyze seasonal usage trends and post-lockdown impactsMake data-driven decisions from raw usage data</div>	<div>9. PROBLEM ROOT CAUSE<div>RC</div><ul style="list-style-type: none">No centralized platform for data-driven electricity consumption insightsDatasets are raw, unfiltered, and not visualizedDecision-makers lack tools and training to interpret the data easilyGrowing complexity in managing supply-demand post-COVID and climate events</div>	<div>7. BEHAVIOUR<div>BE</div><ul style="list-style-type: none">Use Excel to sort and manually analyze usageRequest reports from IT/data teamRefer to government portals for downloadsDiscuss patterns informally within departmentsUse experience-based intuition over data evidence</div>	
Focus on J&P, tap into BE, understand	<div>3. TRIGGERS<div>TR</div><ol style="list-style-type: none">External pressure from government mandates, public reports, or new datasets requiring improved energy planning and transparency.Operational challenges like blackouts, peak season budgeting, or rising interest in sustainability prompt action from utility stakeholders.</div>	<div>10. YOUR SOLUTION<div>SL</div><p>A web-based dashboard using Tableau embedded into a Flask app. Pre-processed data stored in MySQL, integrated with real-time filtering. Visualizations include: Time-wise, region-wise, lockdown comparison, and top/bottom usage states. Interactive filters for users to select year, region, and time period. Optional ML-powered demand forecasting. Published on Tableau Public for easy access and sharing.</p></div>	<div>8. CHANNELS of BEHAVIOUR<div>CH</div><div>8.1 ONLINE</div><p>Download datasets from energy portals (POSOCO, Ministry of Power)</p><p>Read insights or trends from news portals or LinkedIn</p><p>Watch dashboard demos (YouTube, Tableau Public)</p><div>8.2 OFFLINE</div><p>Attend government briefings</p><p>Internal review meetings and printed reports</p><p>Collaborate on planning documents manually</p></div>	Extract online & offline CH of BE
	<div>4. EMOTIONS: BEFORE / AFTER<div>EM</div><div>Before: Overwhelmed, frustrated, unsure, data-blind</div><div>After: Informed, empowered, confident, able to make smart decisions</div></div>			
Identify strong TR & EM				