Task 1: Find out if there is a power outage in your area

① Homepage

Residential | Commercial | Contractors | 🔍 Contact Us | Login/Register

npe❋
- Outage & Safety
- Outage Map
- Outage Preparation
- Safety Tips
- Call Before You Dig
- Tree Trimming

Billing & Rates | Resources & Help | About Us | Policies & forms

npc❋
Who We Are
About us
Annual reports
Careers
News
privacy policy
Accessibility policy

Customer Care
New customer
My account
Green button program
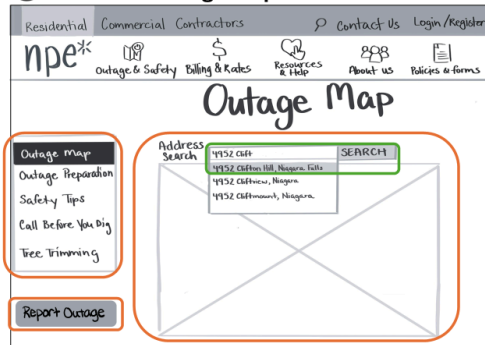Billing Info

Support
Contact us
Account FAQ

- Global header consists of two parts: 1) top header to indicate user type, contact us & login/register and 2) the navigation menu
- Each user types will have a navigation menu unique to the needs of the user group.
- Responsive design: for mobile devices, navigation icons will appear without the category text.

Ⓐ Selects "Outage & Safety" category and clicks on "Outage Map"

Ⓑ Alternative route to complete task

A2 Outage Map - Search

Residential | Commercial | Contractors | 🔍 Contact Us | Login/Register

npe❋ Outage & Safety | Billing & Rates | Resources & Help | About Us | Policies & forms

Outage Map

- Outage map
- Outage Preparation
- Safety Tips
- Call Before You Dig
- Tree Trimming

Address Search | 4952 Clift | SEARCH
- 4952 Clifton Hill, Niagara Falls
- 4952 Cliffview, Niagara
- 4952 Cliffmount, Niagara

Report Outage

- Pages under the "Outage & Safety" category are displayed in the left panel. Current page is highlighted
- Outage map is connected to Google Maps API.
- Below map will be a chart indicating recent outages
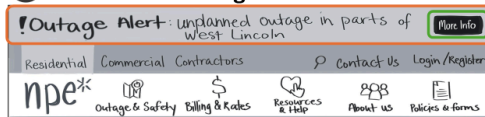- "Report Outage" button to easily notify NPEI of a potential outage

Ⓐ Enters address in map search bar and selects correct address

B2 Outage Alert

!**Outage Alert**: unplanned outage in parts of West Lincoln | More Info

Residential | Commercial | Contractors | 🔍 Contact Us | Login/Register

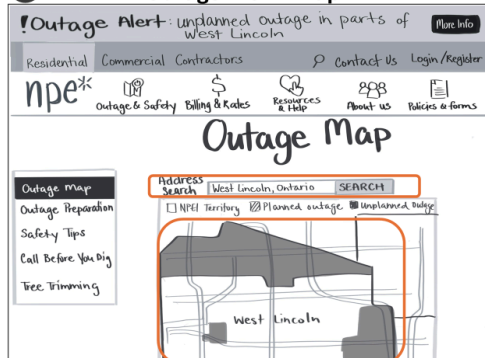npe❋ Outage & Safety | Billing & Rates | Resources & Help | About Us | Policies & forms

- An "Outage Alert" will pop-up above the global header during a known outage. Text indicates region of outage.

Ⓑ Selects "More Info"
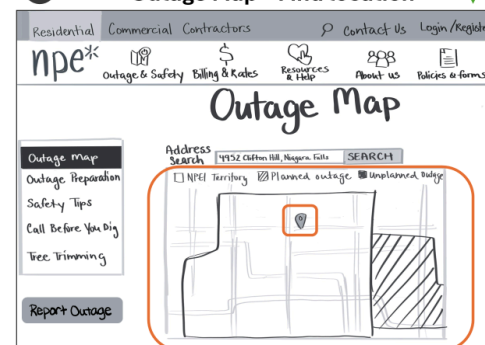
B3 Outage Alert - Map

!**Outage Alert** unplanned outage in parts of West Lincoln | More Info

Residential | Commercial | Contractors | 🔍 Contact Us | Login/Register

npe❋ Outage & Safety | Billing & Rates | Resources & Help | About Us | Policies & forms

Outage Map

- Outage Map
- Outage Preparation
- Safety Tips
- Call Before You Dig
- Tree Trimming

Address Search | West Lincoln, Ontario | SEARCH

☐ NPEI Territory ☑ Planned outage ▣ Unplanned Outage

West Lincoln

- Directs user to the outage map, which automatically populates the location and map of the outage(s).
- Below map will include information about estimated time to resolution.

A3 Outage Map – Find location

Residential | Commercial | Contractors | 🔍 Contact Us | Login/Register

npe❋ Outage & Safety | Billing & Rates | Resources & Help | About Us | Policies & forms

Outage Map

- Outage map
- Outage Preparation
- Safety Tips
- Call Before You Dig
- Tree Trimming

Address Search | 4952 Clifton Hill, Niagara Falls | SEARCH

☐ NPEI Territory ☑ Planned outage ▣ Unplanned Outage

Report Outage

- Map displays location, NPEI territory and any outages in the area.

Task 2: Find information on outstanding payments

① Homepage
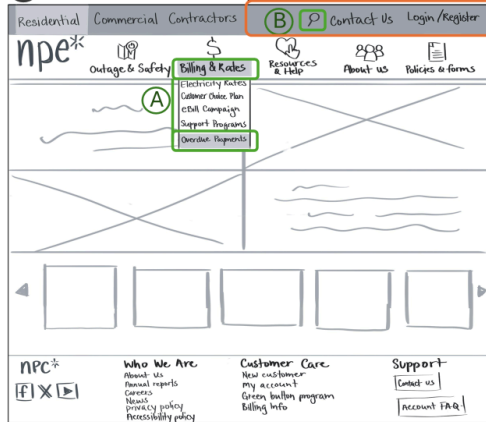
- Search feature is compressed to just feature the search icon for a simpler look.
- Quick links to "Contact Us" and "Login/Register" pages are featured next to the search. The "Log-in/Register" link with change to "My Account" after user has logged in.

(A) Selects "Billing & Rates" category and clicks on "Overdue Payments"

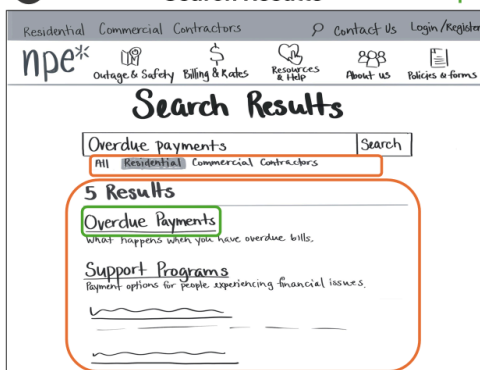**(B)** Selects the search icon

A2 Overdue Payments
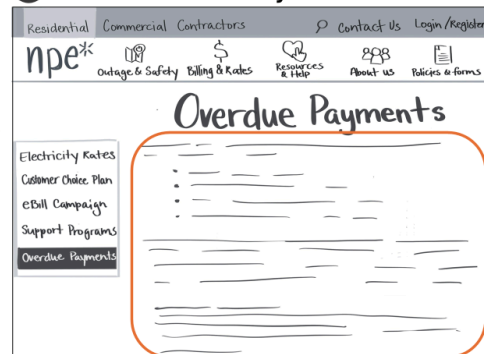
- Text provides information about what happens if user has missed multiple payments, including payment options.
- Link provided to direct user to the support programs page [located under the "Resources & Help"] for further resources.

(B) Clicks on "Overdue Payment" link from search results
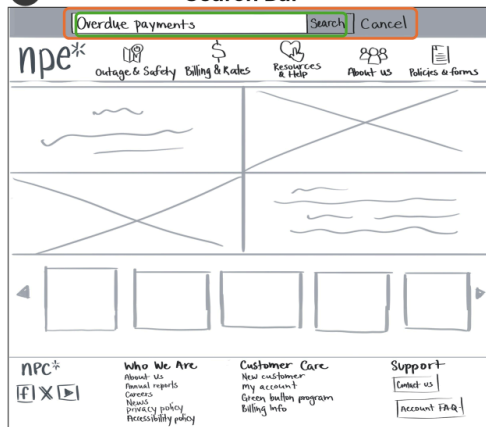
B2 Search Bar

- Search icon expands to the full search bar. Other links on the top header bar are temporarily removed to accommodate search bar. If the user clicks "Cancel", the top bar will return to default setting.

(B) Types search terms and presses enter. User then selects "Residential" in search filter

B3 Search Results

- Filter options are provided under the search bar to allow user to only provide results related to the user type.
- Number of results are indicated. Provides links to all relevant pages and includes a small description of the information on each page.