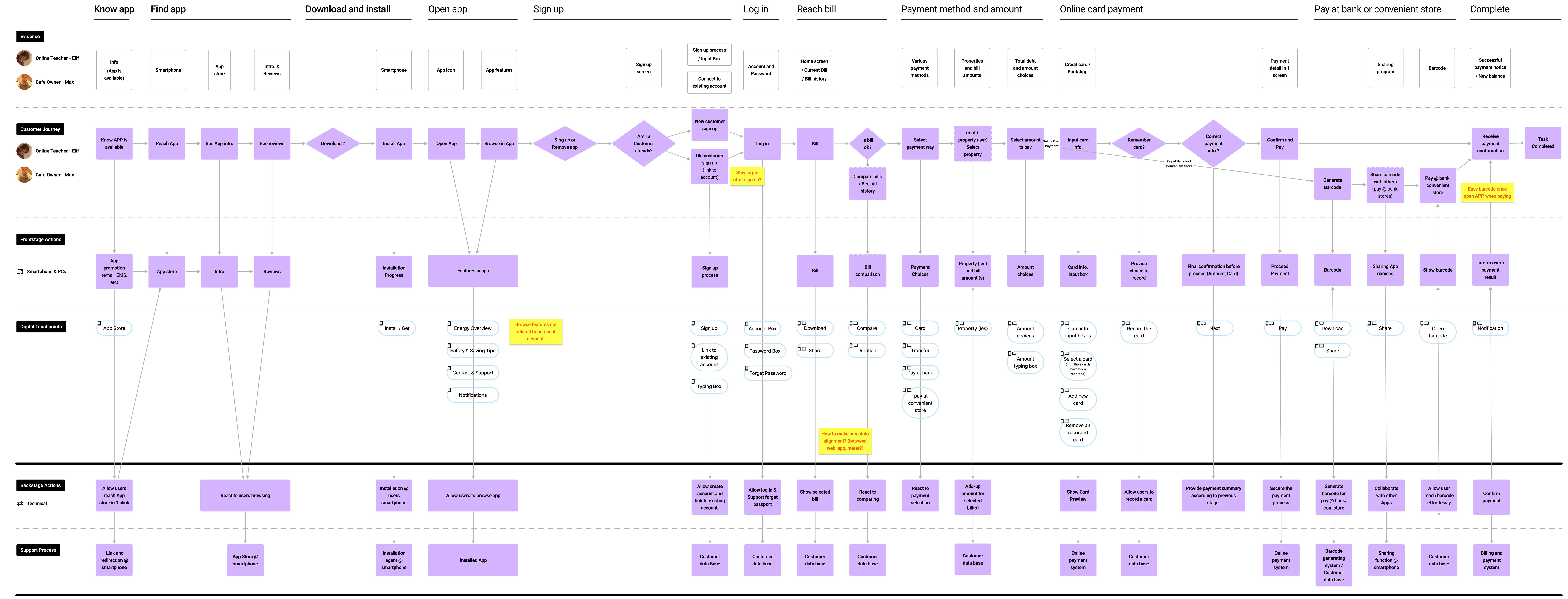
Service Blueprint



Actions to promote App.

- Many users here would be our existing customers.
- Allow users to connect to an existing property or account.
- During COMPETITOR RESEARCH, the TOP 3 complains about existing service
- was: 1. Unable to log in.
- 2. Features not working.
- 3. Inconsistency date on different platform (e.g. meter reading was different between meter itself, website

and app) Therefore, ensuring functional features and information provided is aligned with customer data base.

During USER RESEARCH, the PAINS aims

1. Not been informed (power-cut, tariff

change, etc..

2. Not receiving bills

Among our 4 payment ways,

1. Online card payment

2. Bank transfer

3. Pay at the bank Pay at the convenient store

For "bank transfer", we should provide instruction to help customers.