

Sprint 1 SSE prototype testing

Discussion guide - **Direct customers**

How to use this guide

These are broadly a list of topics to cover in the session. This is not a script, and may be considered questions to be answered, rather than to be asked. Some topics may be explored in more detail by the researcher, whilst additionally, not every question will be covered with every participant.

Before the session starts

- Greet the participant and check they signed a consent form
- We help our client make their product better by doing research with the people who will use it
- We're looking at some prototypes today which means they're still a work in progress and may not look or work exactly as they would if we were looking at a real website
- I'll start by asking questions & then ask you to look at a prototype
- Not testing you - testing the product
- No right or wrong answers
- We're interested in your honest opinion - positive or negative
- My colleagues are listening in on the call so they can take notes. They may send me questions at the end

- I'd like to record it, so we can remember what happened properly. Is that ok?
- Views shared and recording are confidential. They'll only be shared anonymously and only within the project team

1. Opening & getting to know the user (10 mins)

Goal: To understand how Direct Customers manage their energy accounts.

- Can you tell me a bit about your business?
- Do you have just one site or more than one site?
- Do you know which energy provider you're with?
- Do you have gas and electricity, or just one or the other?
- How did you arrange the contract with SSE? (Was it yourself or did someone else from the business arrange it?)
- Talk me through how you manage billing and payment with SSE?
- When it comes to meter readings, is it yourself who deals with this or someone else within the business?
- How often do you send meter readings?
- When was the last time you submitted a meter reading?
- Can you walk me through the journey of submitting a meter reading?
 - How do you know when a meter reading is due?
 - How do you take the reading?
 - How do you send the reading to SSE? (E.g. phone SSE, fill out online form etc)
 - Do you usually send gas and electricity at the same time or separately?

If multi site

- Do you send your readings for all of your sites at the same time or individually?
- How do you find this process? What's good about it? What's bad about it (pain points)?
- In an ideal world how would you like to submit your meter readings?
 - How would you like to be reminded?
 - How would you like to take the reading?
 - How would you like to submit the reading to SSE?

2. Prototype (30 mins)

Goal: To test the usability of the meter reading journey

I'm going to show you some designs now. Some things are clickable and some are not. It's a work in progress.

We're here to get feedback for the designers, so don't hold back. There are no right or wrong answers.

I'd like you to think aloud as you look through the screens.

Scenario 3: Direct customer submits meter reading

a) Email

Imagine you've logged into your email account and you see this email from SSE.

[Show Direct Customer email]

- What would you expect to happen if you clicked the link?

b) Log in

- Can you talk me through what you see here?
- What do you make of it?
- How confident would you feel that your customer number is correct here?
- How would you find your customer number if you wanted to check it?
- What do you expect to see if you clicked 'Next'?

[Click Next]

c) Customer-info

- Can you talk me through what you see here?
- What do you make of it?
- Is there any information that's missing?
- What would you expect the arrow to the right of Holy Snip's address to do?
- How would you submit an electricity meter reading?
- What would you expect to see if you clicked 'Submit a meter reading'?

[Click Submit a meter reading]

d) Customer - add a reading

- Can you talk me through what you see here?
- What do you make of it?
- Is there any information that's missing?
- What does the red 'due' label mean?
- What would you expect to happen if you clicked the 'down' arrow next to 'New reading taken: Today'?
- Is there anything that would make it easier for you to take an electricity meter reading?
- What's the number above the 'Submit reading' button?
- What would you expect to happen when you click 'Submit reading'?

[Click Submit reading]

e) Confirmation - 1

- What happened there?
- What if you read the electricity meter reading and you realised you'd made an error. What would you do then?
- What can you do now?

[Click Submit a meter reading]

f) Add a reading - gas

- Would you usually send a gas reading at the same time as an electricity reading? Why is that?
- Can you talk me through what you see here?

- What do you make of it?
- Is there any information that's missing?
- Is there anything that would make it easier for you to take a gas meter reading?
- What would you expect to happen when you click 'Submit reading'?

[Click 'Submit reading']

g) Confirmation - 2b

- What happened there?
- What can you do now?
- If you had another Holy Snip business in a different location, how would you submit meter readings for it?

3. Summary and wrap up (5 minutes)

- How do you feel about what you've seen today?
- What did you think worked well?
- What didn't work well?
- How does this process compare to how you're currently submitting your meter reading?

Thank you very much for your time today. We've learned a lot. Have a wonderful day!

STOP RECORD