United Water

Project CRIA

Template L: Landing Page

Wireframes & Pages

Prepared by Melity

DOCUMENT:	Wireframes & Pages: L
VERSION:	1.0
DATE:	Thu Jul 09 2015

PROPRIETARY & CONFIDENTIAL

TABLE OF CONTENTS

About This Document	3
Sitemap ID: L	4
Sitemap ID Page Listing	5
Sitemap ID Page Listing (cont)	6
Sitemap ID Page Listing (cont2)	7
Sitemap ID Page Listing (cont3)	8
Wireframes: L	9
Template L Desktop	10
Template L Tablet	11
Template L Mobile	12
Pages: L	13
L.0.6.1. Getting Started	14
L1.2. My Water Service	15
L1.3. My Appointments	16
L1.4.1. Payment Options	17
L1.5. Billing FAQ	18
L1.1. Billing & Payments: Not Signed In	19
L2.1. FAQ Landing Page	20
L2.2 Customer Service	21
L3.1. About My Water	22
L3.1.2 Water Quality Report	23
L3.1.2 Water Quality Report (module)	24
L3.1.3. Local Projects/Updates	25
4.1.1. Water Resource Management	26
4.1.2. Current Openings	27
4.2.2. Employee Testimonials	28
L4.4. From the Source	29
Mobile: Template L	30

About This Document

What is a wireframe?

Wireframes are a page blueprint prior to the visual design used to illustrate the flow of information, document all objects to be included on the page and show the behavior and states of some of these objects. They are not meant to reflect actual design or content.

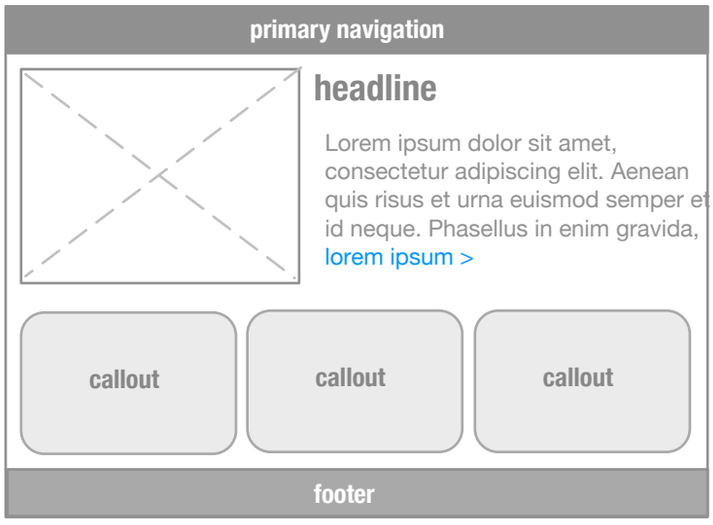
Design aspects for consideration

-Representation of selected content and functionality that will reside on a page to bring the strategic concept to life.
- An allocation of page real estate to illustrate priority and placement.
- Intent of copy - indicative of the eventual design. This includes titles, labels, links, prompts and instructions.
- Schematic that identifies key page areas (modules).
- Direction for visual design explorations.

Aspects not for wireframe review

- Final copy or branding treatments
- The design/look&feel of the page
-Representation of the specific photography to be used
- The final layout of future content and functionality

Wireframe example



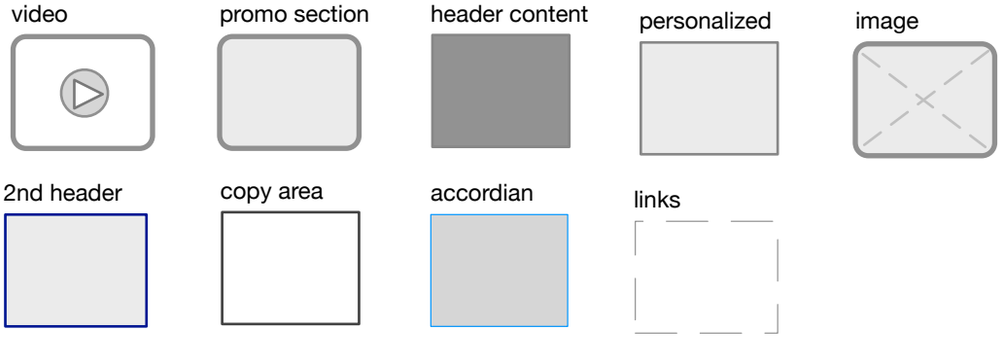
Legend

form elements

text box

button

modular elements



Sitemap ID: L

Page Listing

PROPRIETARY & CONFIDENTIAL

SITEMAP ID: L

0.4.1 Getting Started
L06.01 Getting Started
1.0 About Us
2.0 Community & Environment
3.0 News
4.0 Careers
4.1.1 Areas of Focus
4.1.3 Benefits
4.1.4 Training
4.2.2 Employee Testimonials
L.01 About Us
L.02 News
L.03 Careers
L1.0 My Account
L1.1 Billing & Payments (Signed Out)
L1.2 My Water Service
L1.3 My Appointments
L1.4.1 Payment Options
L1.5 Billing FAQ
L2.0 Support Center
L3.0 Water in my area
L4.0 Community & Environment
LNS.01 About Us
LNS.02 Careers
LNS1.0 Support Center
LNS2.0 Water in My Area
LNS3.0 Community & Environment
LNS4.0 News
LIA.01 About Us
LIA1.0 Water in My Area
L2.1 FAQ Landing Page
LIA2.0 Community & Environment
LIA3.0 News
LIA4.0 Careers
0.4.1 Getting Started
1.1 Global Innovation
1.1.1 Suez Environnement
1.1.2 Technology & Innovation
1.1.3 Company Milestones
1.1.4 Affiliates & Programs
1.2 Our Solutions
1.2.1 Water Services
1.2.2 Recycling & Waste Recovery
1.2.3 Partnerships
1.3 Sustainable Development
2.1 Environmental Commitments
2.2 Community Commitments
2.3 Employee & Customer Commitments

SITEMAP ID: L

2.4 From the Source Blog
2.2.4 Corps of volunteers
2.2.5 Speakers Bureau
3.1.1 Article Item Page
3.2.1 Document Item Page
3.3.1 Media Item Page
4.1 Global Opportunities
4.2 Our Culture
4.2.3 Community Engagement
4.3 Candidate Resources
6.0 Accessibility
7.0 Privacy Policy
8.0 Terms of Use
L1.2.3 Protect My home
L1.5.1 Billing & Payments FAQ
L1.5.2 Offline & Online Account FAQ
L1.5.3 Water Service FAQ
L1.5.4 Service Appointment FAQ
L2.3 Rates and Regulation
L3.1 About My Water
L3.1.2 Water Quality Reports
L3.1.3 Local Project Updates
L3.1.4 Water FAQ
L3.3 General Maintenance
L3.4 For your health
L4.1 Environmental Commitments
L4.2 Community Commitments
L4.2.3 School Programs
L4.2.4 Corps of volunteers
L4.2.5 Speakers Bureau
L4.3 Employee & Customer Commitments
L4.4 From the Source Blog
LNS2.1 FAQ
LNS2.2 Customer Service
LNS2.3 Rates and regulation
LNS2.4 Billing & Payments
LNS2.1 About My Water
LNS2.1.2 Water quality reports
LNS2.1.3 Local projects / updates
LNS2.1.4 Water FAQ
LNS2.2 Water Saving Tips
LNS2.3 General Tips
LNS2.4 For your health
LNS3.1 Environmental Commitments
LNS3.1.1 Water resource management
LNS3.1.2 Energy & Climate
LNS3.1.3 Reduce, reuse, recycle
LNS3.1.4 Biodiversity & ecosystem restoration

SITEMAP ID: L

LNS3.1.5 Environmental Charter
LNS3.1.6 SOLUTION commitment
LNS3.1.7 Water for the World
LNS3.2 Community commitments
LNS3.2.1 Working with stakeholders
LNS3.2.2 Philanthropy
LNS3.2.3 School Programs
LNS3.2.3.1 K-12 Tours & Programs
LNS23.2.4 Corps of volunteers
LNS3.2.5 Speakers Bureau
LNS3.3.1 Employee & Customer Engagement
LNS3.3.2 Employee development
LNS3.3.3 Diversity & inclusion
LNS3.3.4 Health & safety
LNS3.3.5 Customer satisfaction
LNS3.3 Employee & Customer commitments
LNS3.4 From the source blog
LNS3.4.1 The value of water
LNS3.4.2 Smarter water
LNS3.4.3 Investing in infrastructure
LNS3.4.4 UW in communities
LNS3.4.5 Awards & Achievements
LNS4.1.1 Article Item Page
LNS4.2.1 Document Item Page
LNS4.3.1 Media Item Page
LIA1.1 My water
LIA1.2 General tips
LIA1.3 For your health
LIA2.1 Environmental Commitments
LIA2.1.1 Water resource management
LIA2.1.2 Energy & Climate
LIA2.1.3 Reduce, reuse, recycle
LIA2.1.4 Biodiversity & ecosystem restoration
LIA2.1.5 Environmental Charter
LIA2.1.6 SOLUTION commitment
LIA2.1.7 Water for the world
LIA2.4 From the source blog
LIA2.4.1 The value of water
LIA2.4.2 Smarter water
LIA2.4.3 Investing in infrastructure
LIA2.4.4 UW in communities
LIA2.4.5 Awards & Achievements
LIA3.1.1 Article Item Page
LIA3.2.1 Document Item Page
LIA3.3.3 Media Item Page
LIA4.1 Global Opportunities
LIA4.1.1 Areas of focus
LIA4.1.3 Benefits

SITEMAP ID: L

LIA4.1.4 Training
LIA4.2 Our culture
LIA4.2.2 Employee Testimonials
LIA4.3 Candidate Resources

United Water

Wireframes: L

Desktop/Tablet/Mobile

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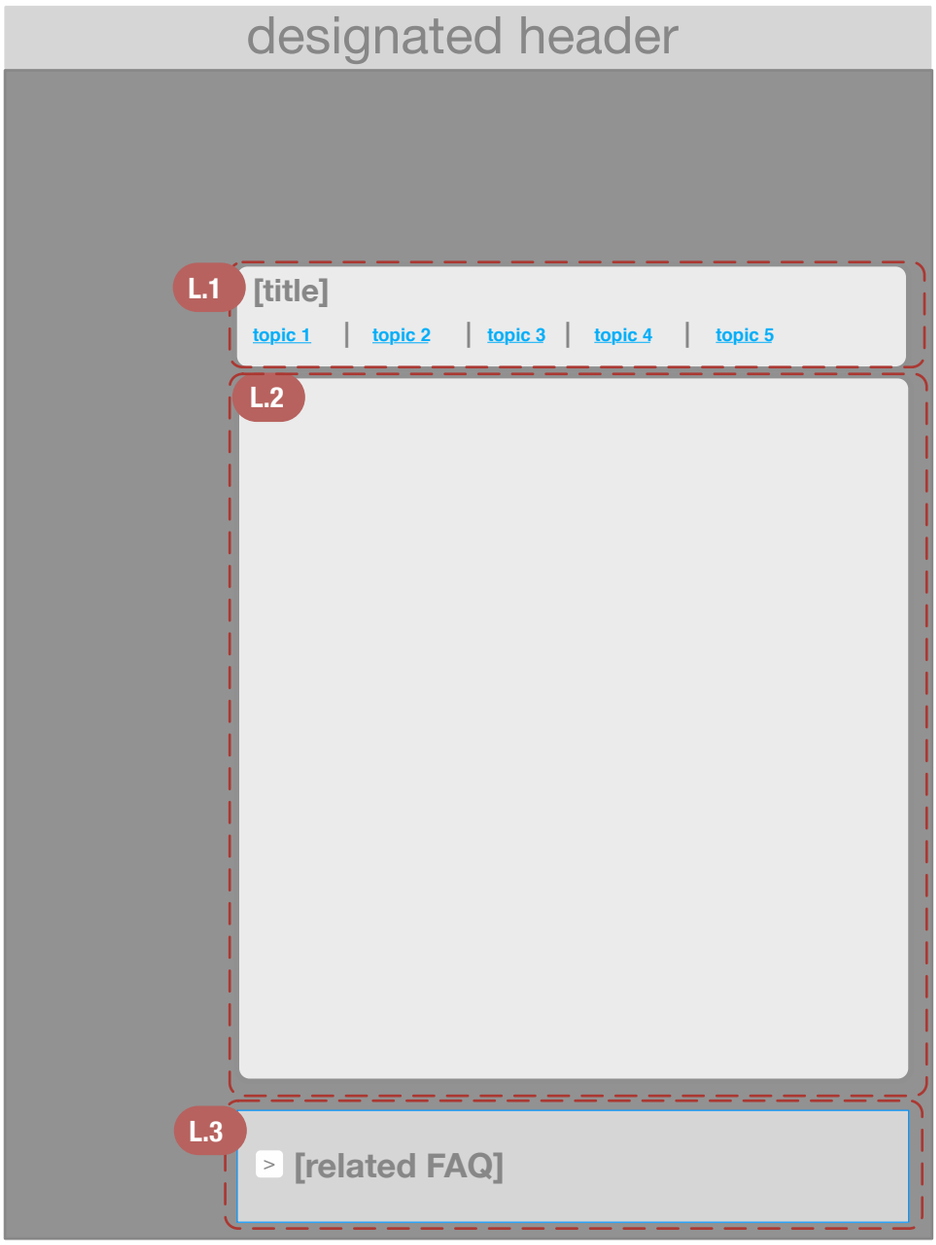
Template L Desktop



annotations

L.1. Optional filter to change content (See ‘L4.4. From the Source’)
L.2. Flex module area
L.3. Optional accordion for related FAQ section.

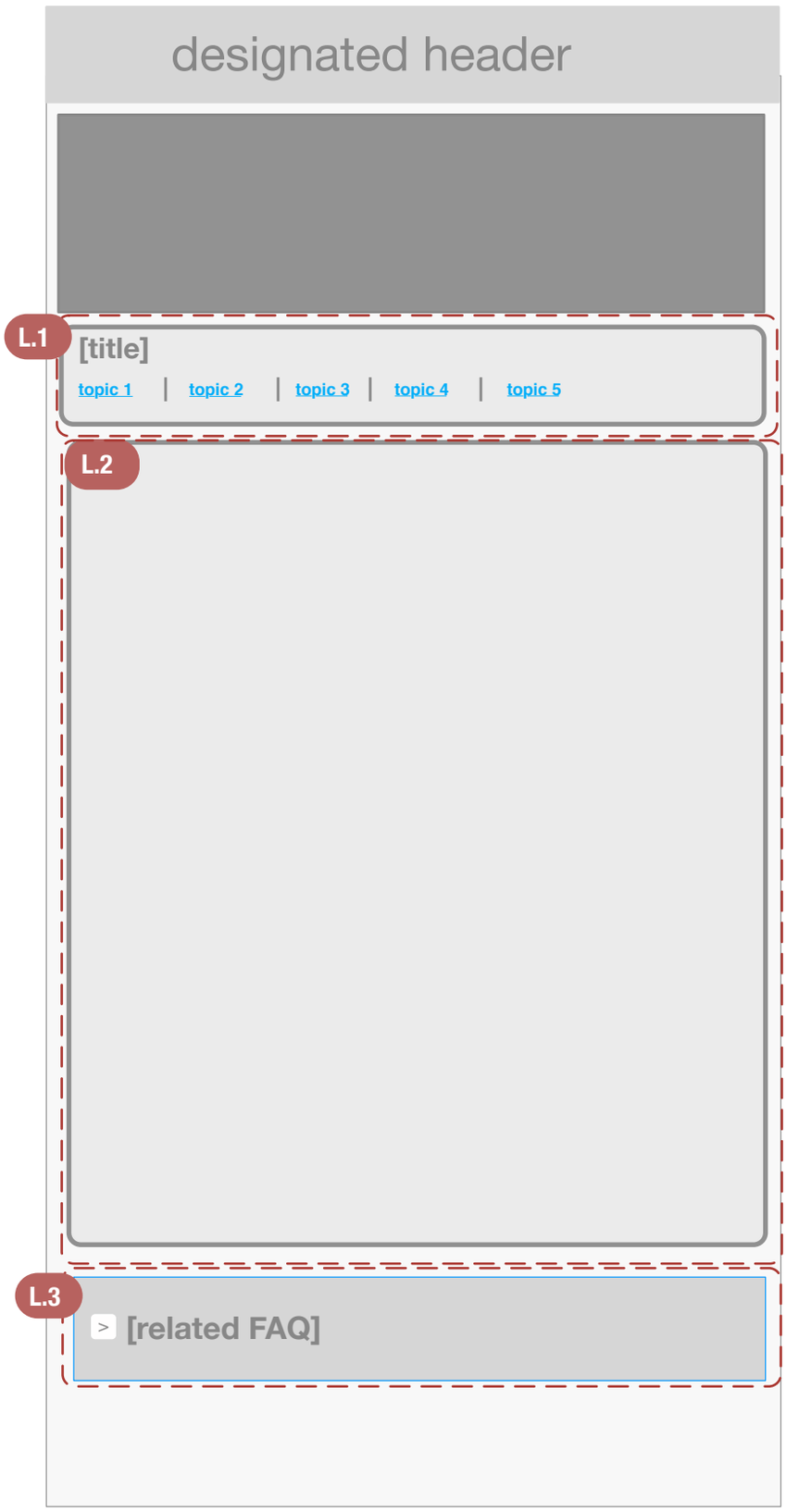
Template L (Desktop)

This shows how template L: ‘Landing Page’ will work on desktop devices.

Message States

Unique Widgets
L1.5. & L2.1. Search bar in hero area
L3.1.2. Water Quality Report zip code search
L3.1.2. Water Quality Report module
L3.2. Topic search
3.1. Press & Announcements listing
3.2. Publications listing
4.3.1. Events listing

Template L Tablet



annotations

L.1. Optional filter to change content. (See ‘L4.4. From the Source’)
L.2. Flex module area
L.3. Optional accordion for related FAQ section.

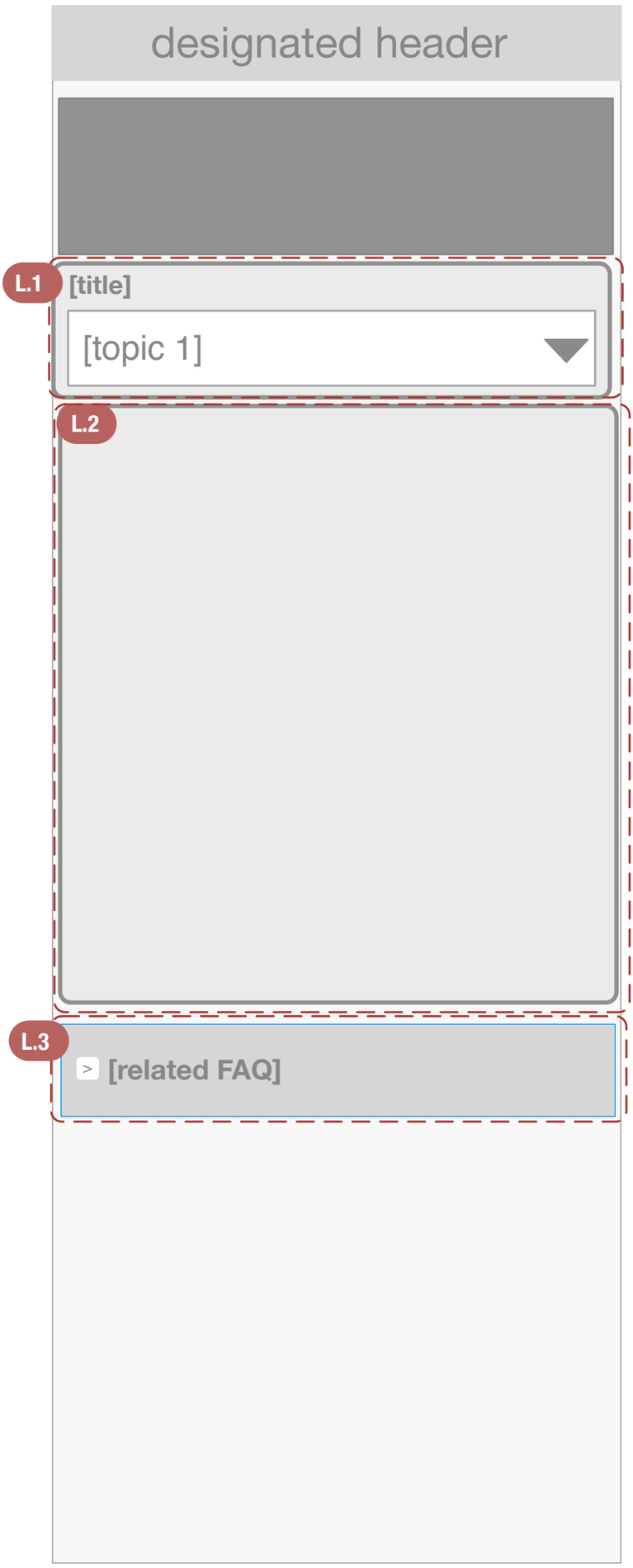
Template L (Tablet)

This shows how template L: ‘Landing Page’ will work on tablet devices.

Message States

Unique Widgets
L1.5. & L2.1. Search bar in hero area
L3.1.2. Water Quality Report zip code search
L3.1.2. Water Quality Report module
L3.2. Topic search
3.1. Press & Announcements listing
3.2. Publications listing
4.3.1. Events listing

Template L Mobile



Template L (Mobile)

This shows how template L: 'Landing Page' will work on mobile devices.

Message States

Unique Widgets
L1.5. & L2.1. Search bar in hero area
L3.1.2. Water Quality Report zip code search
L3.1.2. Water Quality Report module
L3.2. Topic search
3.1. Press & Announcements listing
3.2. Publications listing
4.3.1. Events listing

annotations

L.1. Optional dropdown filter to change content. (See 'L4.4. From the Source')
L.2. Flex module area
L.3. Optional accordion for related FAQ section.

United Water

Wireframes: L

Desktop & Mobile

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L.0.6.1. Getting Started

designated header

get started with your United Water online account!

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean ac sollicitudin augue. Donec consequat pretium metus in finibus.

proceed to my account 1

go green with eBill!

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

☐ *I agree to go paperless for this account.*

email address

go! 2

direct debit

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

find out more 3

have other accounts?

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

register them here!

helpful links

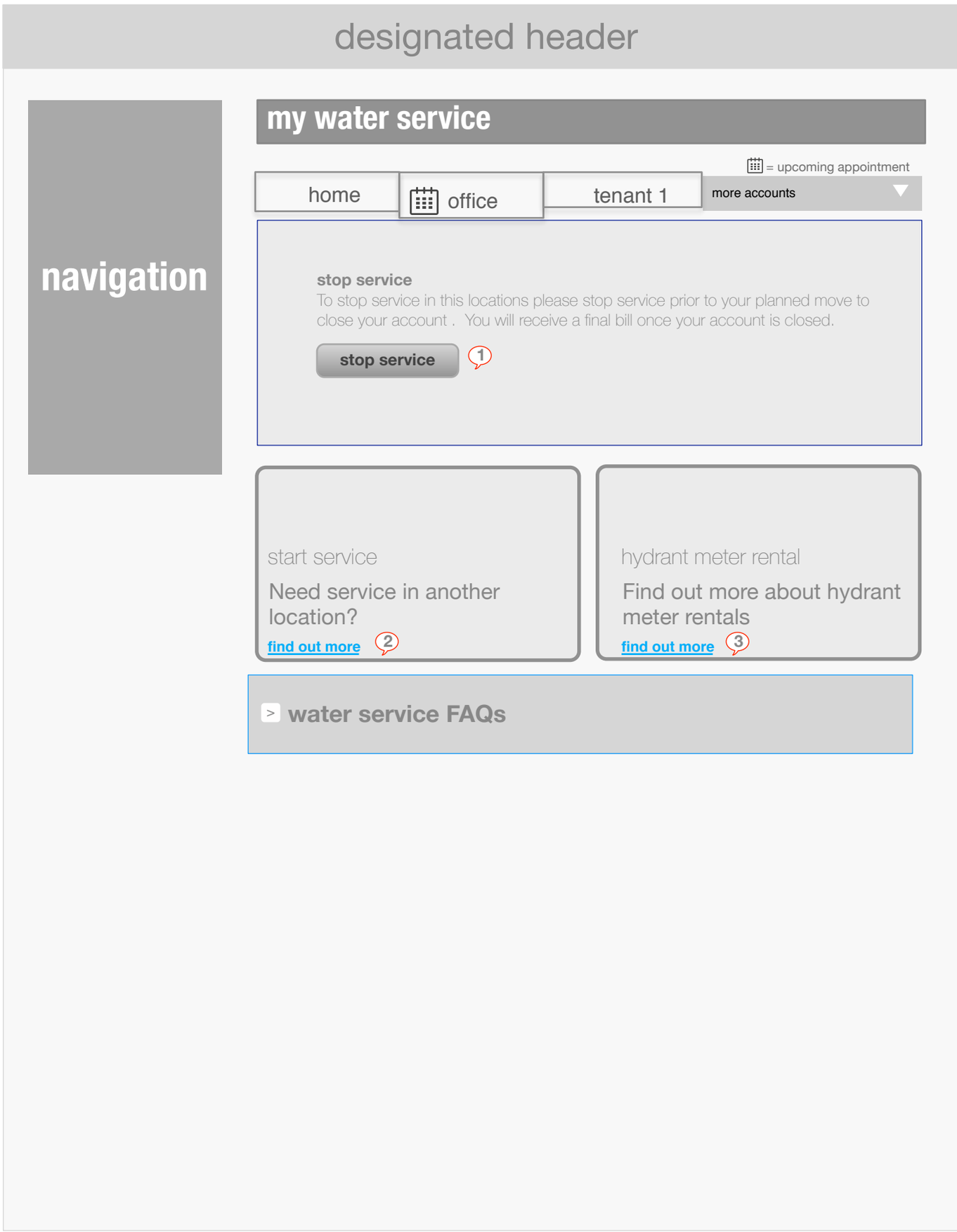
register for direct debit
how to read my bill >>
ways to pay
payment FAQs

annotations

Template L

1. ‘proceed to my account’ button takes users to the ‘My Account’ landing screen.
2. ‘go!’ button signs the user up for eBilling.
3. ‘find out more’ hyperlink takes the user to the ‘Billing & Payments: Direct Debit’ screen.

L1.2. My Water Service

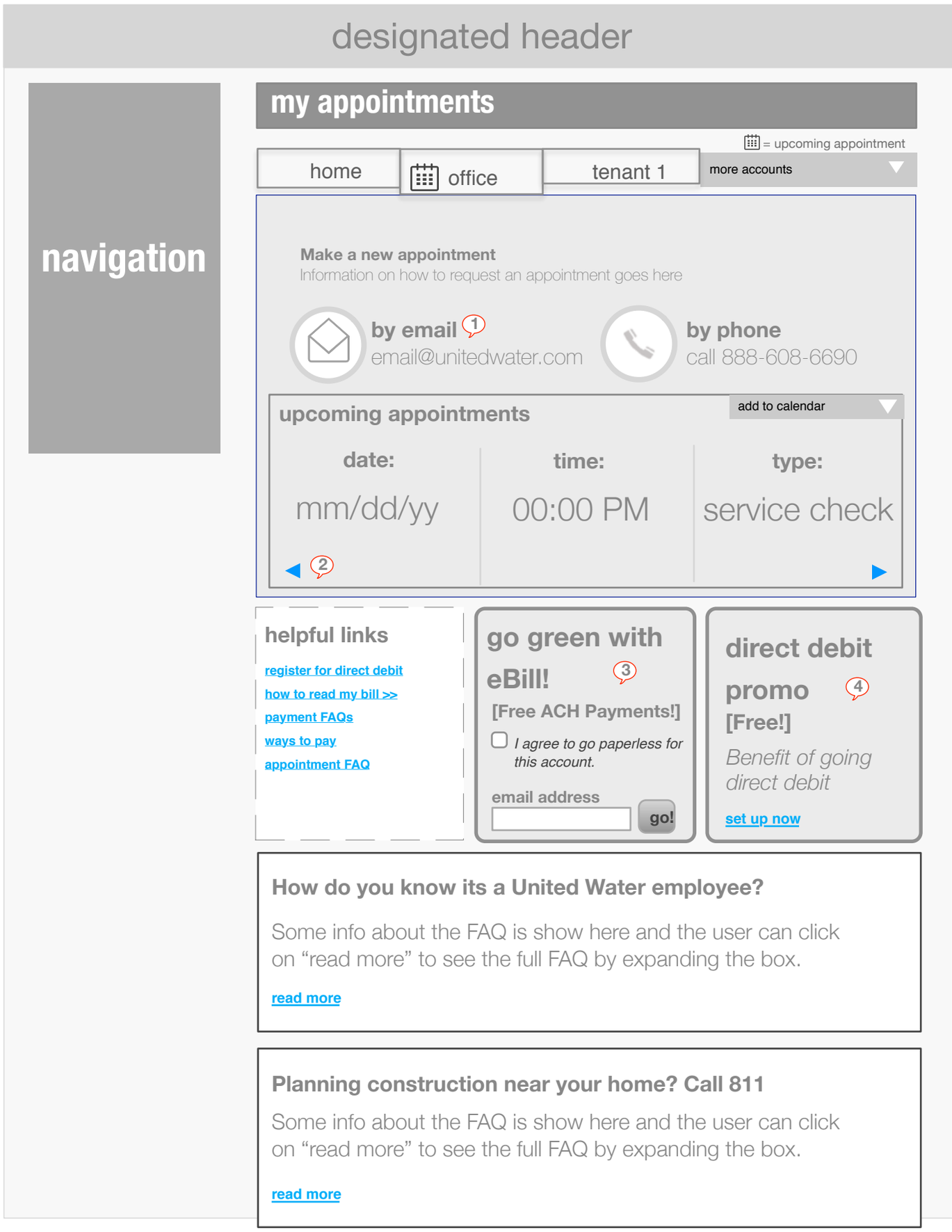


annotations

Template L

1. 'stop service' button takes the user to the 'Water Service: Stop Service (step 1)' screen.
2. 'find out more' hyperlink takes the user to the 'Water Service: Start Service (step 1)' screen.
3. 'find out more' hyperlink is a future phase item.

L1.3. My Appointments

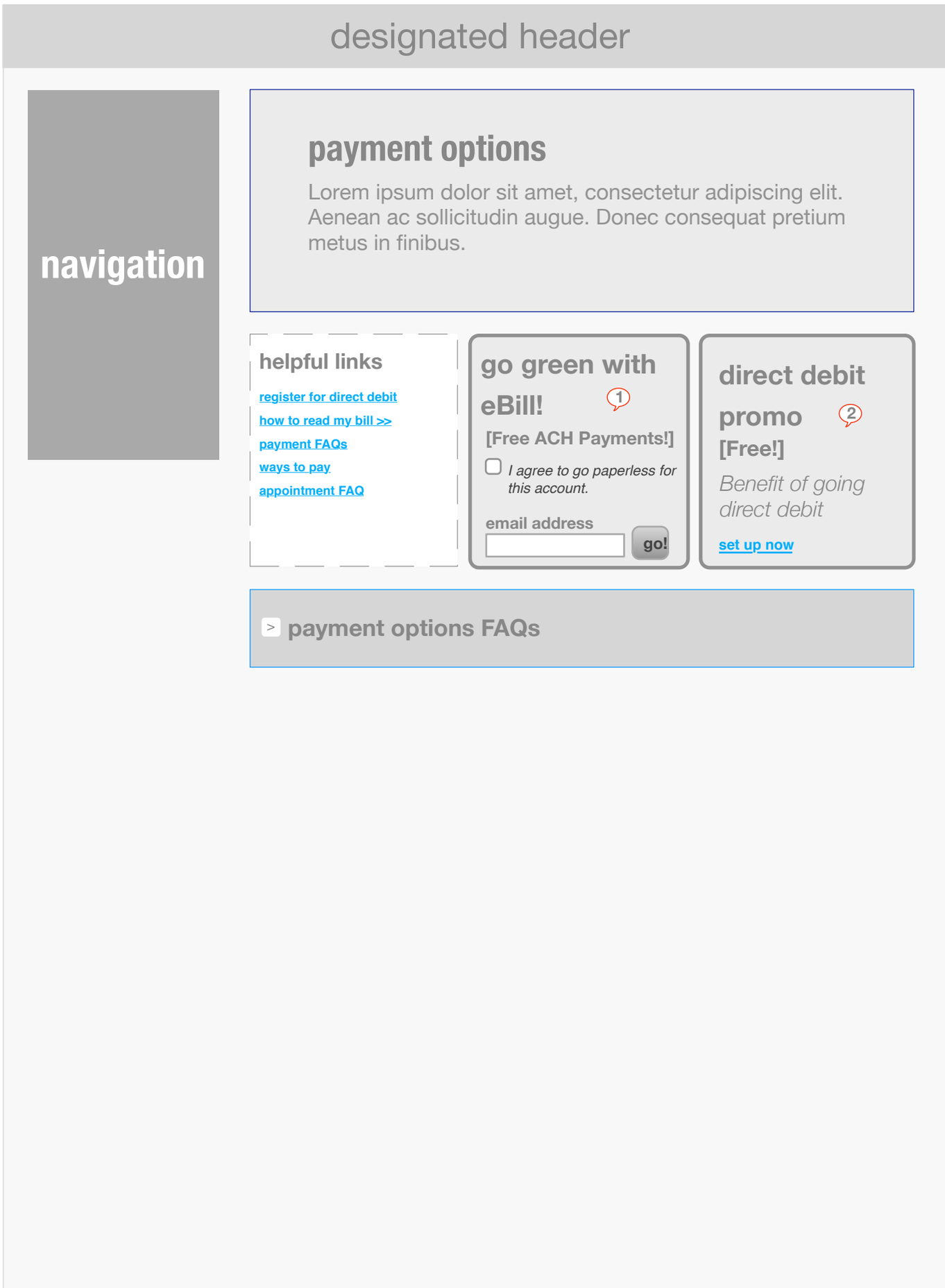


annotations

Template L

1. ‘email@unitedwater.com is a hyperlink.
2. backward and forward icons rotate through all upcoming appointments for the particular account information being viewed
3. The first time that the user has selected to sign up for eBilling, the eBilling confirmation module is displayed. The second time that the user comes back to their account page, a flex module replaces the eBilling module space.
4. ‘set up now’ hyperlink takes the user to the ‘direct debit’ screen.

L1.4.1. Payment Options

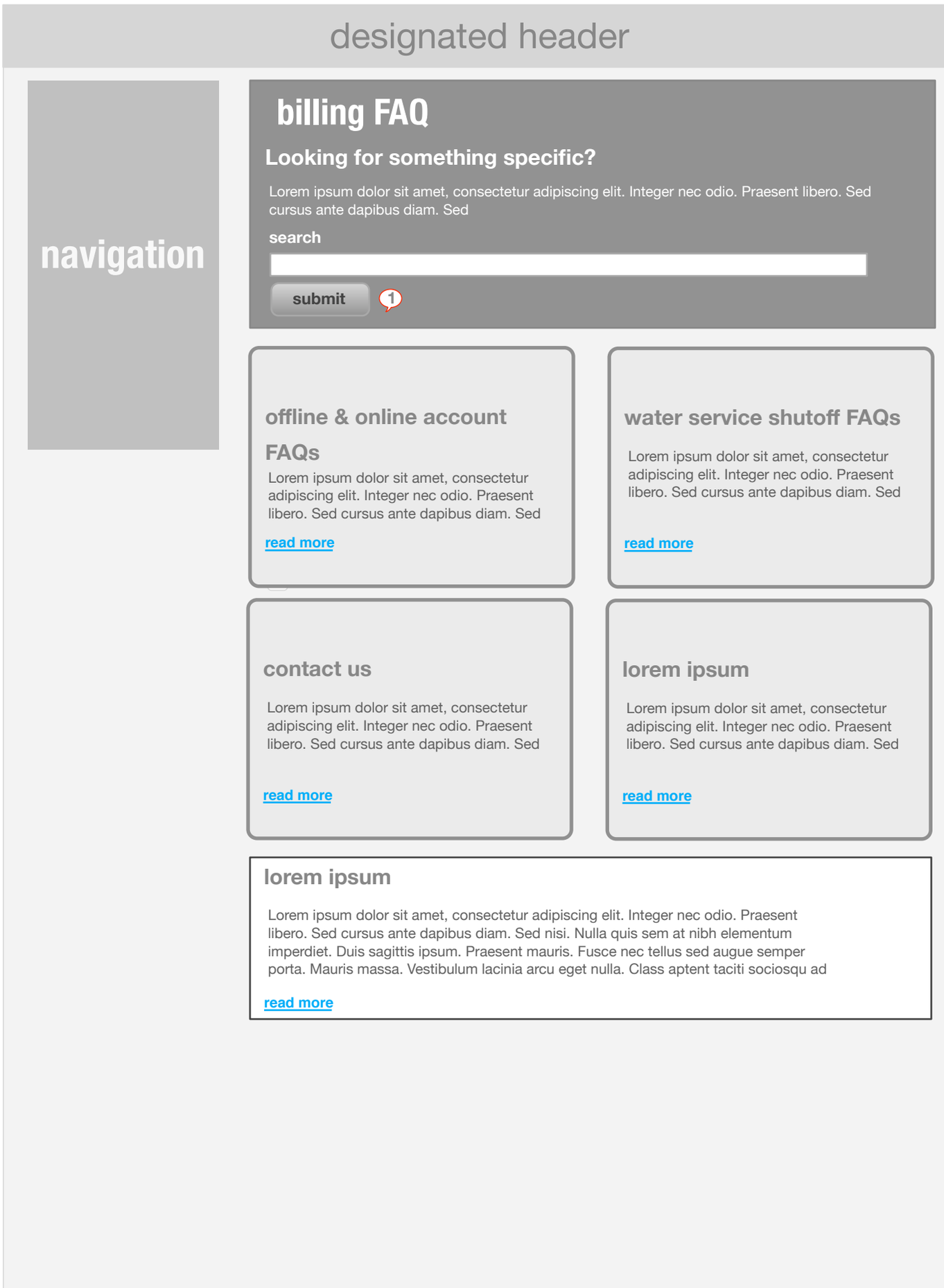


annotations

Template L

1. ‘go’ button changes the module box into the ‘eBill confirmation’ module box.
2. ‘find out more’ hyperlink takes the user to the ‘Billing & Payments: Direct Debit’ screen.

L1.5. Billing FAQ

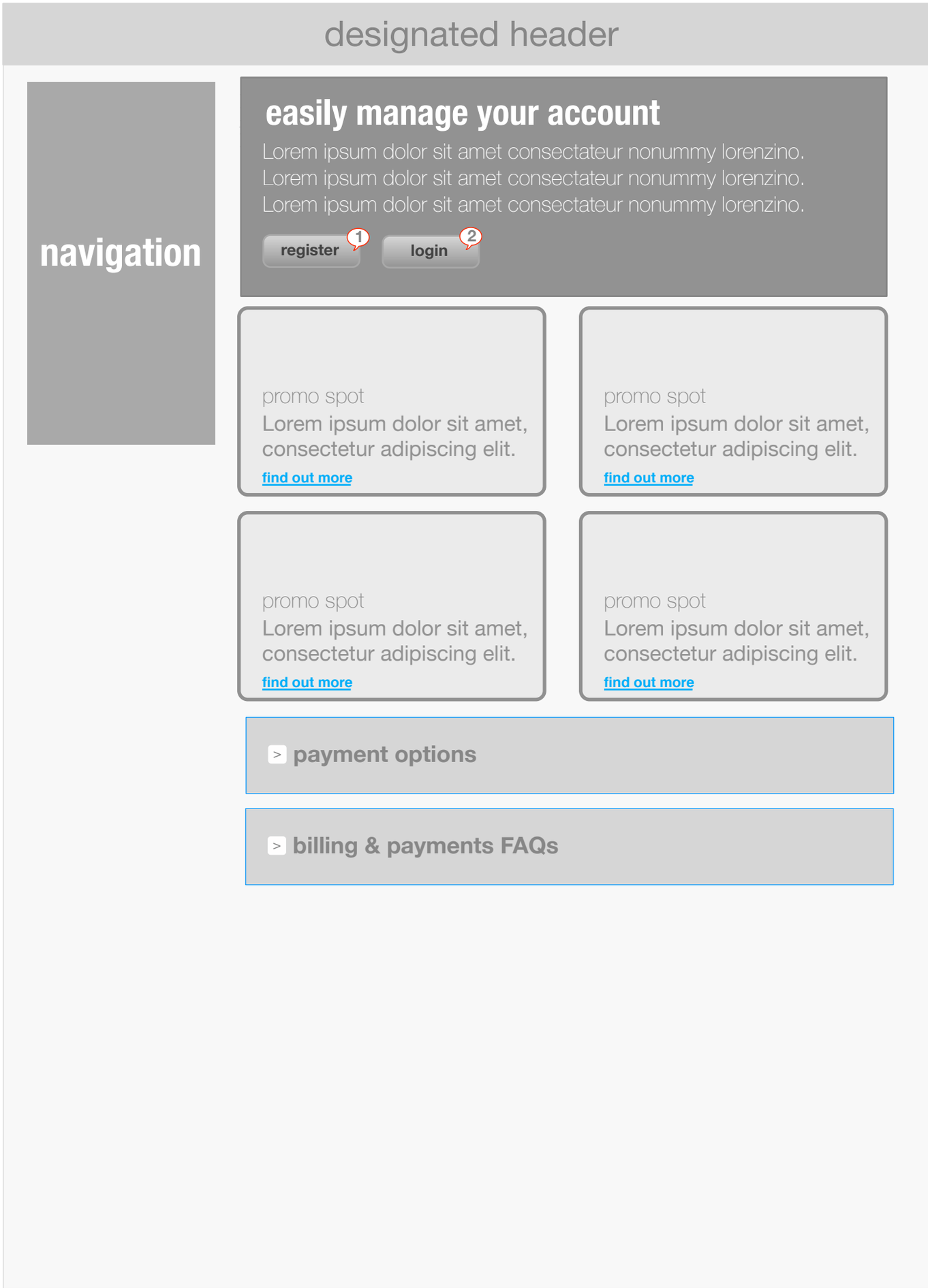


annotations

Template L

1. ‘submit’ button takes the user to the ‘FAQ Search’ screen with the search being focused on ‘the relevant billing FAQ’ information

L1.1. Billing & Payments: Not Signed In

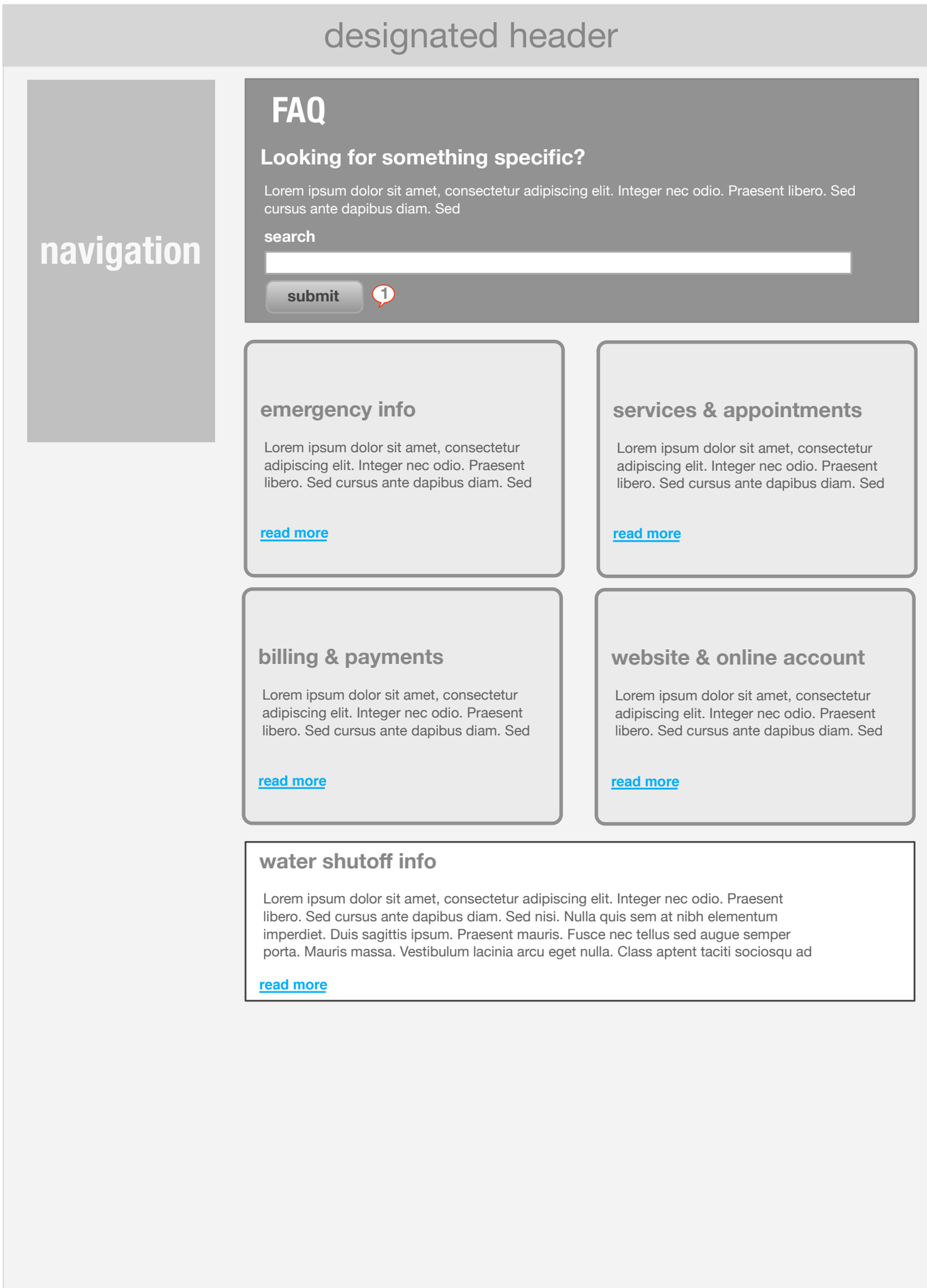


annotations

Template L

1. 'register' button takes user to the 'My Account: Register' screen.
2. 'login' button takes the user to the 'My Account: Login' screen

L2.1. FAQ Landing Page



annotations

Template L

1. ‘submit’ button takes the user to the ‘FAQ Search’ screen with the entered search criteria at the top.

L2.2 Customer Service

designated header

navigation

customer service

Lorem ipsum dolor sit amet consectateur nonummy lorenzino.
Lorem ipsum dolor sit amet consectateur nonummy lorenzino.
Lorem ipsum dolor sit amet consectateur nonummy lorenzino.

contact customer service form (1)

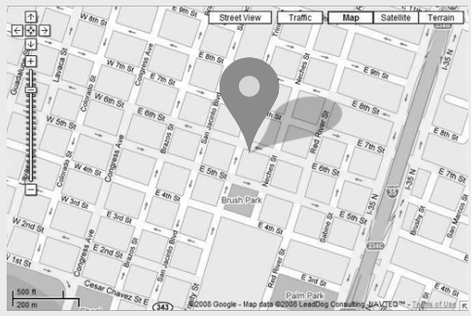
(2)

by email
email@unitedwater.com

by fax
914-637-5333

by phone
888-608-6690

in-person/in writing
United Water Westchester Customer Service Center
2525 Palmer Avenue
P.O. Box 469
New Rochelle, NY 10801
Monday through Friday (except holidays)
8:00 a.m. - 4:30 p.m.
Always remember to include your account number on any correspondence to us.



link to google map (3)

lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

annotations

Template L

1. ‘contact customer service’ takes the user to the ‘contact customer service’ screen.
2. ‘email@unitedwater.com is a hyperlink and opens up the user’s external email account.
3. ‘view in google maps’ opens up the external google maps application.

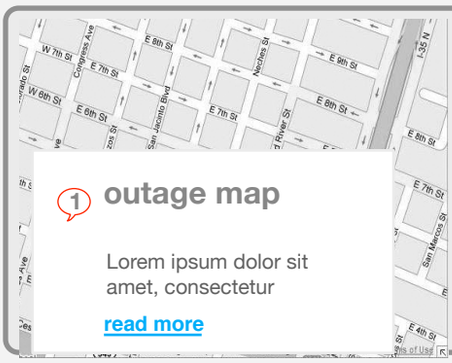
L3.1. About My Water

designated header

navigation

about my water

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat ultricies. Vivamus id sem a velit maximus volutpat et eget mauris.



1 outage map

Lorem ipsum dolor sit amet, consectetur

read more

water quality report

2

Lorem ipsum dolor sit amet, consectetur

read more

local project information

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Mauris massa. Vestibulum lacinia arcu eget nulla. Class aptent taciti sociosqu ad

read more

> how-to tips

> water in your area FAQs

annotations

Template L

1. ‘read more’ hyperlink goes to the ‘Outages & Alerts’ screen.
2. ‘read more’ hyperlink goes to the ‘Water Quality Report’ screen.

L3.1.2 Water Quality Report

designated header

navigation

water quality report

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat ultricies. Vivamus id sem a velit maximus volutpat et eget mauris.

detailed report

zip code

submit 1

construction & operation info

Lorem ipsum dolor sit amet, consectetur

read more

alerts

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

water quality tests

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Mauris massa. Vestibulum lacinia arcu eget nulla. Class aptent taciti sociosqu ad

read more

> water quality report FAQs

annotations

Template L

1. Upon the user selecting their zip code, the water quality report module appears.

L3.1.2 Water Quality Report (module)

designated header

navigation

water quality report

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat ultricies. Vivamus id sem a velit maximus volutpat et eget mauris.

detailed report

zip code

10461

submit

water quality report for 10461

work	quality	limestone
Lorem ipsum dolor sit amet, consectetur	Lorem ipsum dolor sit amet, consectetur	Lorem ipsum dolor sit amet, consectetur

Download the water quality report!

Lorem ipsum dolor sit amet consectateur nonummy lorenzino.

download (1)

construction & operation info

Lorem ipsum dolor sit amet, consectetur

read more

alerts

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

water quality tests

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Mauris massa. Vestibulum lacinia arcu eget nulla. Class aptent taciti sociosqu ad

annotations

Template L

1. ‘download’ button prompts an internal pull to download a PDF.

L3.1.3. Local Projects/Updates

designated header

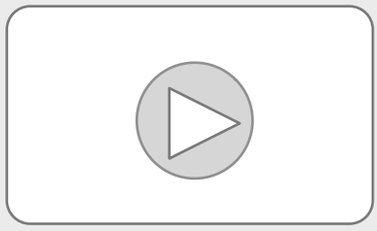
navigation

local projects & updates

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat ultricies. Vivamus id sem a velit maximus volutpat et eget mauris.

promo title

(lorem ipsum)



promo title

(lorem ipsum)

lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed nisi. Nulla quis sem at nibh elementum imperdiet. Duis sagittis ipsum. Praesent mauris. Fusce nec tellus sed augue semper porta. Mauris massa. Vestibulum lacinia arcu eget nulla. Class aptent taciti sociosqu ad

read more

lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer nec odio. Praesent libero. Sed cursus ante dapibus diam. Sed

read more

> local projects & updates FAQs

annotations

Template L

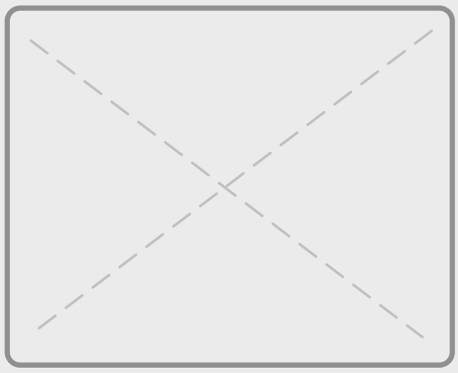
4.1.1. Water Resource Management

designated header

navigation

water resource management

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat ultricies. Vivamus id sem a velit maximus volutpat et eget mauris.

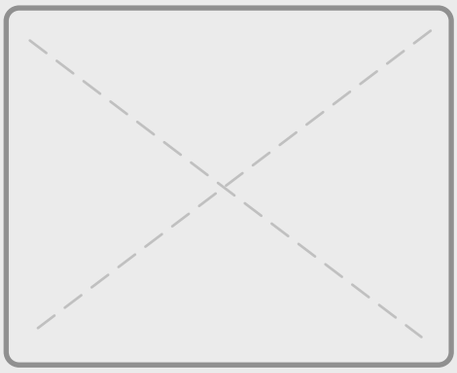


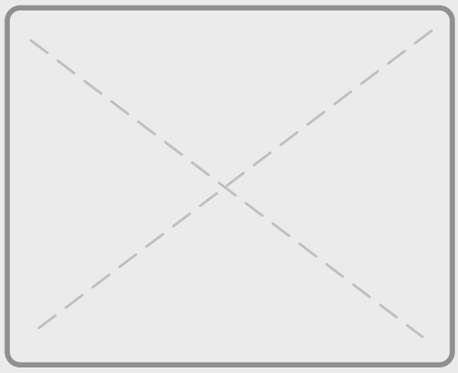
[headline]

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet,

[headline]

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet,





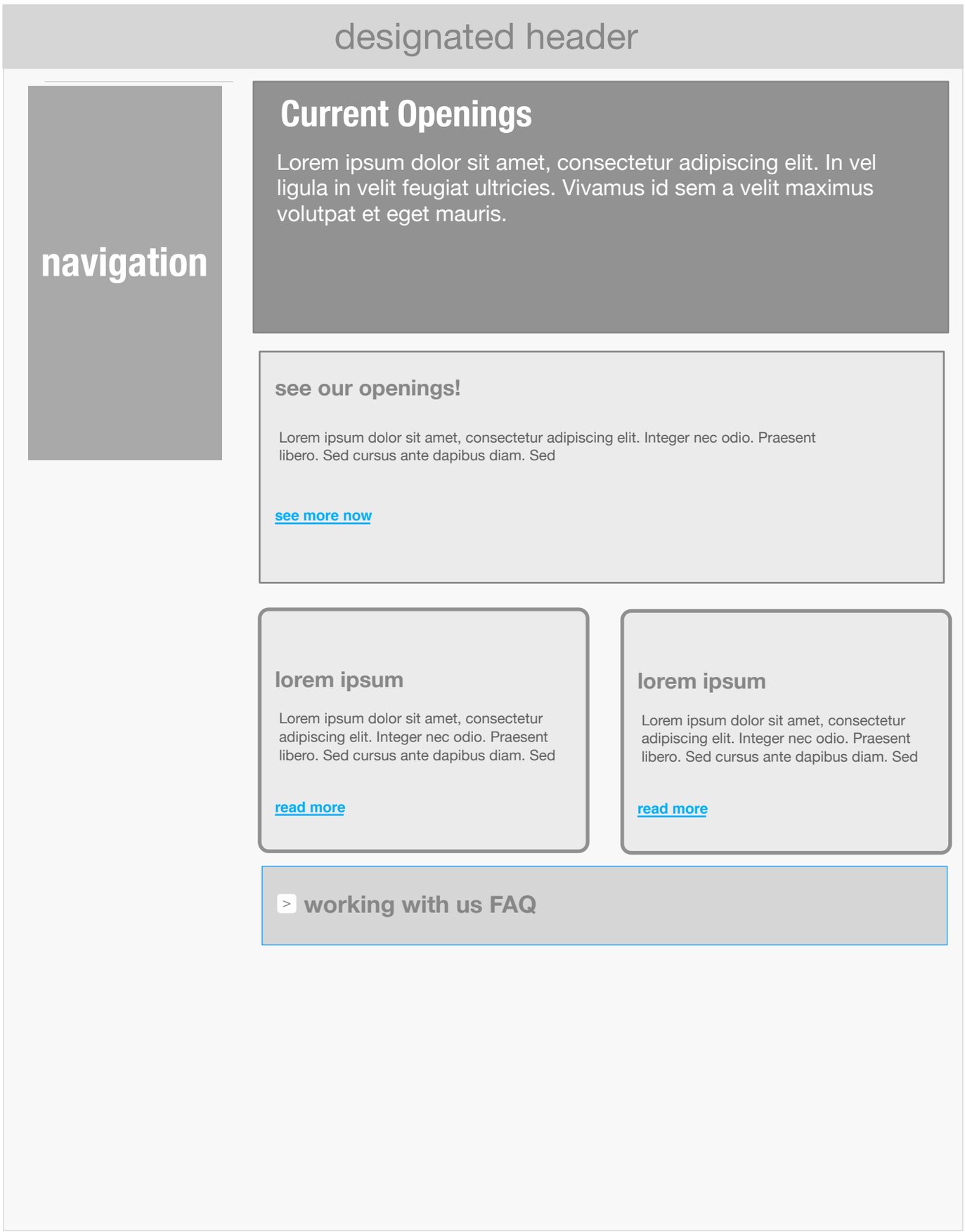
[headline]

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi Lorem ipsum dolor sit amet,

annotations

Template L

4.1.2. Current Openings



annotations

Template G

1. ‘[job title]’ hyperlinks lead into 2nd vendor account for United Water Careers.
2. ‘narrow your search’ engine allows user to search by both ‘job type’ and ‘job location.’

4.2.2. Employee Testimonials

designated header

navigation

Employee Testimonials

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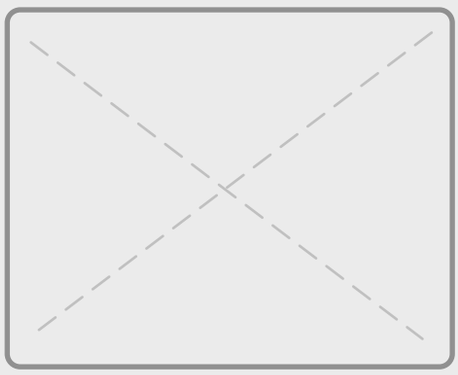

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[headline]

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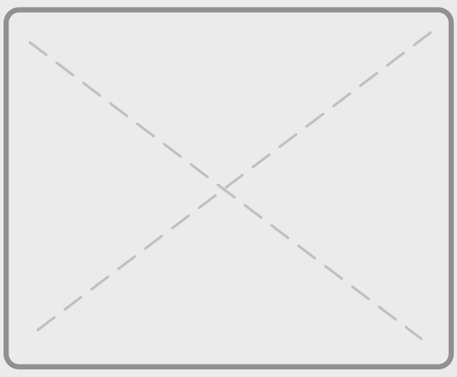

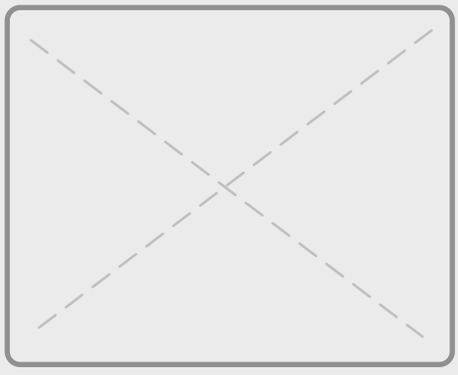

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annotations

Template L

L4.4. From the Source

designated header

navigation

from the source

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what are you interested in? 1

topic 1 | topic 2 | topic 3 | topic 4 | topic 5

trending 2

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read more

[location] 3

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read more

load more content 4

annotations

Template L

1. The filter options are unique content types that change the flex modules below.
2. Trending articles have a notification on them that they are ‘trending.’
3. Location-based articles have a notification on them of their ‘location.’
4. After [X] amount of flex content modules have been displayed, user can load more content through a hyperlink.

Mobile: Template L

designated header

payment options

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annotations