



United Water

# Project CRIA

## Template G: Interactive Lists

### *Wireframes & Pages*

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Prepared by Melity

DOCUMENT: Wireframes & Pages G

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# About This Document

## What is a wireframe?

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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

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- 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.

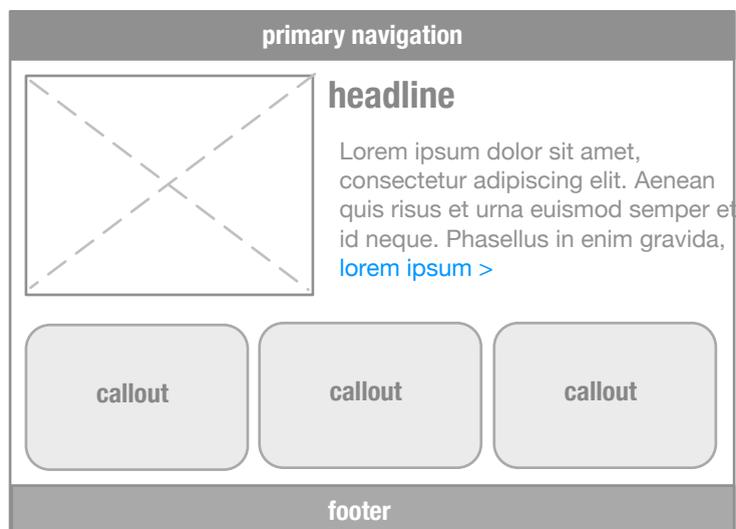
## Aspects not for wireframe review

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- 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

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## Legend

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### form elements

text box

button

### modular elements

video



promo section



header content



personalized



image



2nd header



copy area



accordion



links





United Water

# Sitemap ID: G

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Page Listing

# SITEMAP ID: G

L1.4.4 My Info FAQ

L2.1.1 Emergency Info

L2.2 Contact Customer Service

L2.1.6 FAQ Search Results

L3.2 Water Saving Tips

3.1 Press & Announcements

3.2 Publications

4.1.2 Current Openings

4.3.2 FAQ

5.0 Search Results

LNS5.0 Search Results

LIA5.0 Search Results

L5.0 Search Results

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

L1.5.5 Contact Us

L2.1.2 Services & Appointments

L2.1.3 Billing & Payments FAQ

L2.1.4 Offline & Online Account FAQ

L2.1.5 Water Service FAQ

L2.1.1 Emergency FAQ

L3.1.4 Water FAQ

LNS2.1.1 Emergency Info

LNS2.1.2 Services & Appointments

LNS2.1.3 Billing & Payments FAQ

LNS2.1.4 Offline & Online Account FAQ

LNS2.1.5 Water Service FAQ

LNS2.1.6 Search Results

LNS2.1.4 Water FAQ

LIA1.1.6 FAQ

LIA4.1.2 Current Openings

LIA4.3.2 FAQ

LNS4.1 Press & Announcements

LNS4.2 Publications

LIA3.1 Press & Announcements

LIA3.2 Publications

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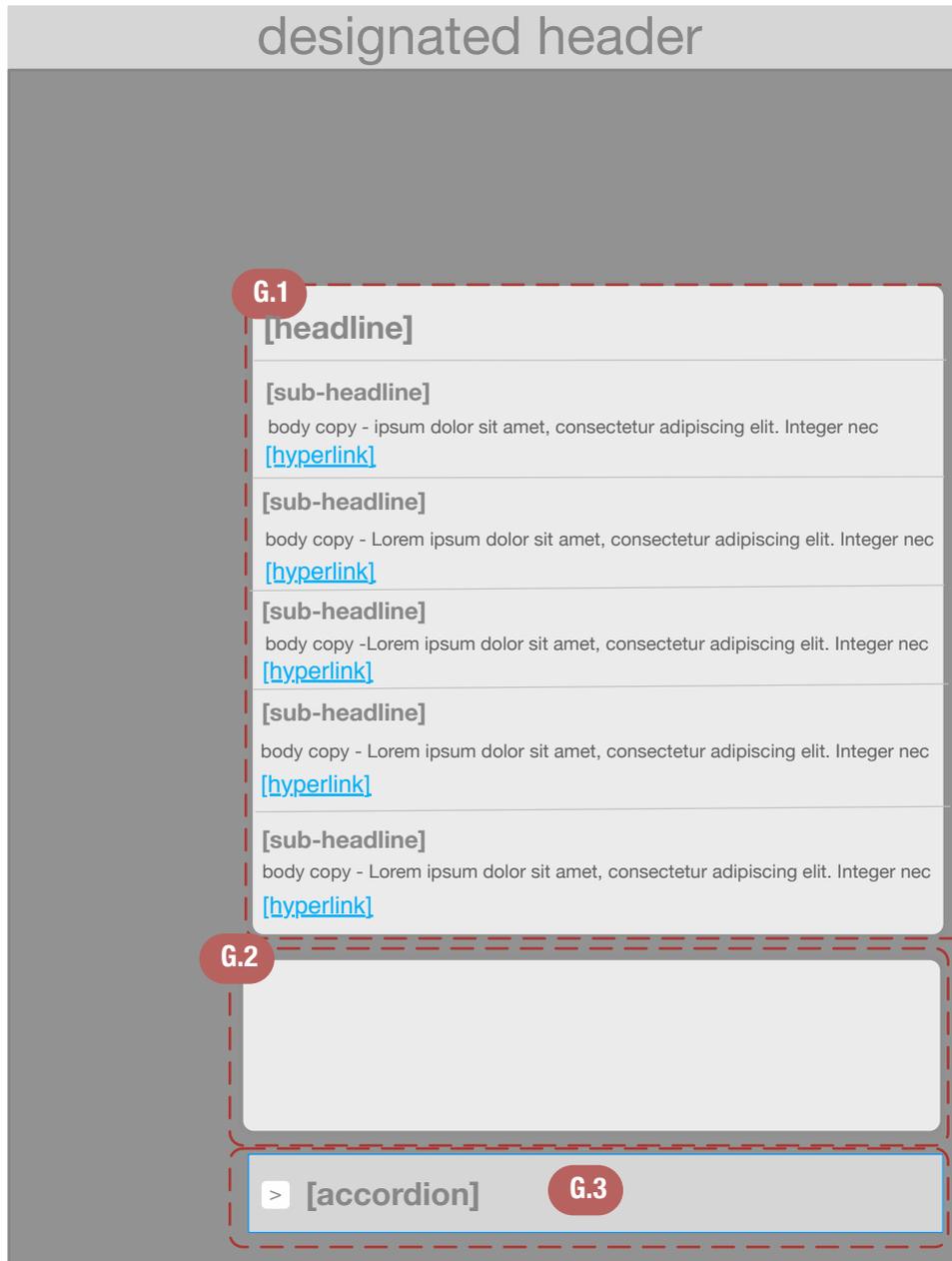
United Water

# Wireframes: G

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Desktop/Tablet/Mobile

# Template G Desktop



## Template G (Desktop)

This shows how template G: 'Interactive Lists' will work on desktop devices.

### Message States

L1.4.2. Account Information: "Are you sure you want to delete account?"

### Unique Widgets

L2.2. Contact Customer Service widget

L1.4.2. Account Information: content module widget

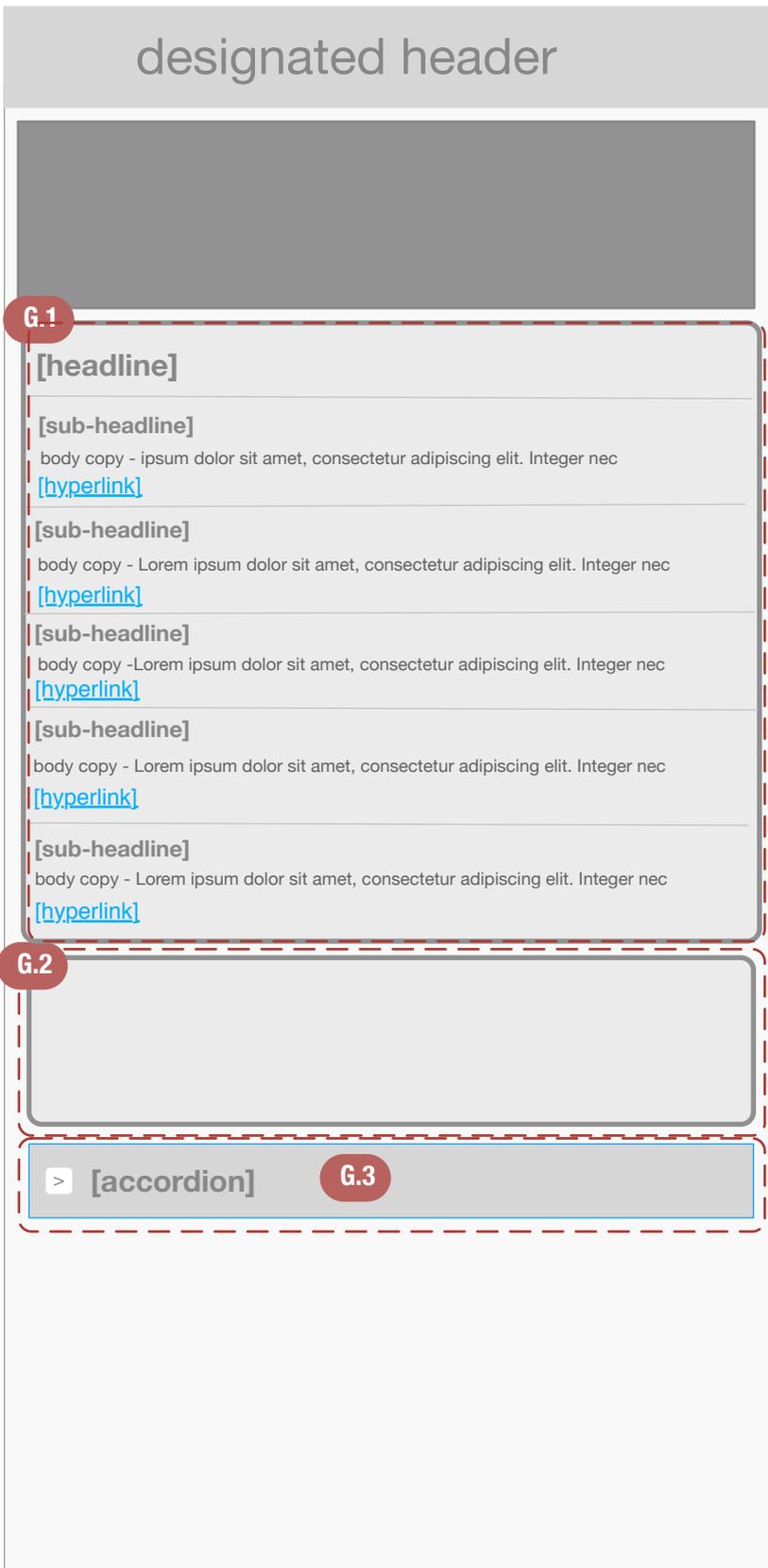
## annotations

G.1. Interactive lists related module. Review proceeding wireframes for content. The interactive list must contain (a) header (b) hyperlink. The list may contain (c) body copy and/or (d) sub-headline

G.2. Flex module space. Note: within the 'news' section, this area comes before the listed content.

G.3. Accordion to expose content related information

# Template G Tablet



## Template G (Tablet)

This shows how template G: 'Interactive Lists' will work on tablet devices.

### Message States

L1.4.2. Account Information: "Are you sure you want to delete account?"

### Unique Widgets

L2.2. Contact Customer Service widget  
L1.4.2. Account Information: content module widget

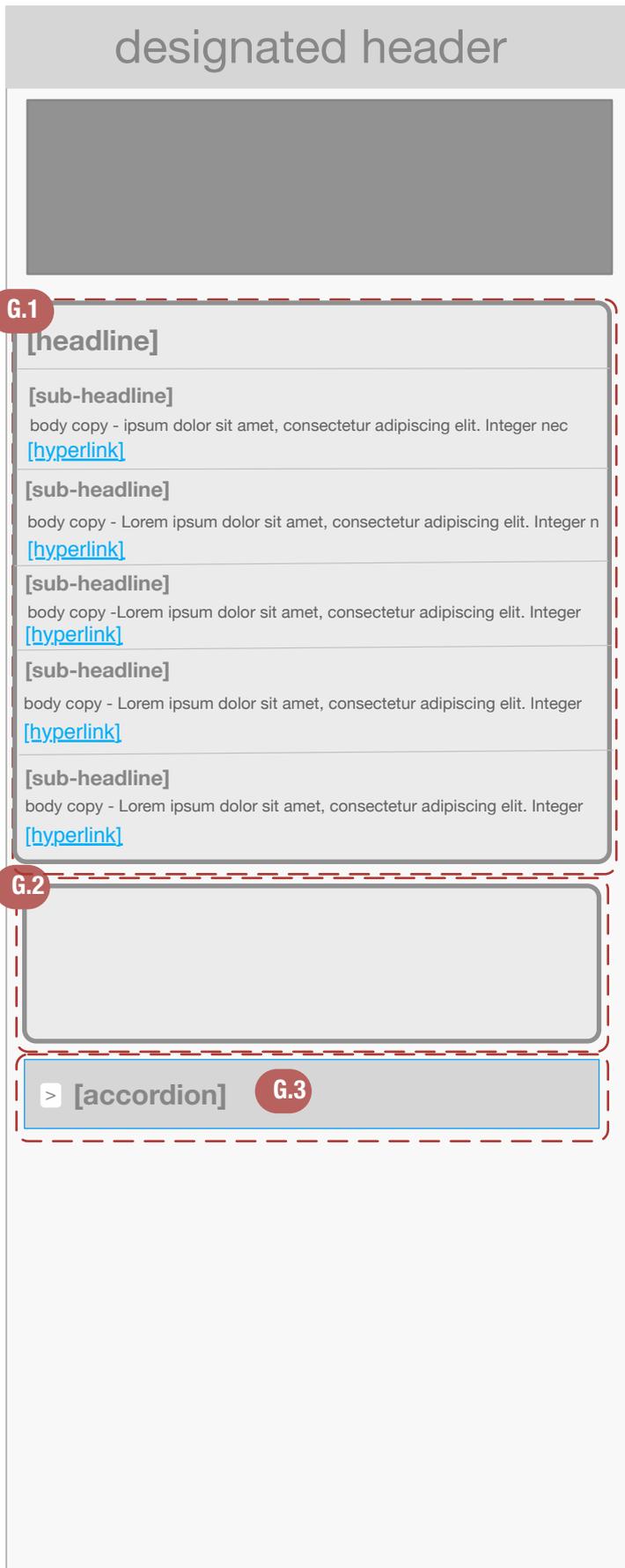
## annotations

G.1. Interactive lists related module. Review preceding wireframes for content. The interactive list must contain (a) header (b) hyperlink. The list may contain (c) body copy and/or (d) sub-headline

G.2. Flex module space. Note: within the 'news' section, this area comes before the listed content.

G.3. Accordion to expose content related information

# Template G Mobile



## Template G (Mobile)

This shows how template G: 'Interactive Lists' will work on mobile devices.

### Message States

L1.4.2. Account Information: "Are you sure you want to delete account?"

### Unique Widgets

L2.2. Contact Customer Service widget

L1.4.2. Account Information: content module widget

## annotations

G.1. Interactive lists related module. Review preceding wireframes for content. The interactive list must contain (a) header (b) hyperlink. The list may contain (c) body copy and/or (d) sub-headline

G.2. Flex module space. Note: within the 'news' section, this area comes before the listed content.

G.3. Accordion to expose content related information



# Pages: G

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Desktop & Mobile

## L1.4.2. Account Information (Delete Account)

designated header

navigation

### account information

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.

#### service address

<div style="display: flex; align-items: center;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">1</span> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name one</span> </div>	<div style="display: flex; align-items: center;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">2</span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">3</span> <span style="color: blue; text-decoration: underline;">cancel</span> </div>	<div style="display: flex; align-items: center;"> <input checked="" type="radio"/> <span style="margin-left: 5px;">primary account</span> </div>
<p style="font-size: 0.8em; margin: 0;">Are you sure you want to delete this account? This does not stop service. Continue to the stop service if that is your intention.</p>				
<div style="display: flex; justify-content: center; align-items: center;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">5</span> <span style="background-color: #888; padding: 5px 15px; border-radius: 5px;">stop water</span> </div>				
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name two</span> </div>	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">delete</a> </div>	<input type="radio"/>
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name three</span> </div>	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">delete</a> </div>	<input type="radio"/>
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name four</span> </div>	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">delete</a> </div>	<input type="radio"/>
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name five</span> </div>	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">delete</a> </div>	<input type="radio"/>
<div style="display: flex; align-items: center;"> <span style="font-size: 1.2em;">▲▼</span> <span style="margin-left: 5px;">nick name six</span> </div>	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">edit</a> </div>	[Account Number]	<div style="display: flex; align-items: center;"> <span style="margin-right: 5px;"> </span> <a href="#" style="color: blue; text-decoration: underline;">delete</a> </div>	<input type="radio"/>

6
+ add an account

promo spot  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
[find out more](#)

promo spot  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
[find out more](#)

> **account information FAQs**

### annotations

#### Template G

1. 'up/down' arrows re-arrange the order that the accounts appear. This reflects on the tab order for the 'My Account' screens.
2. 'edit' hyperlink changes the copy for the 'account nickname' and the 'edit' link becomes a 'save' link.
3. 'cancel' account hyperlink cancels deleting the account.
4. 'primary account' row with checkmark for the user to select the 'primary account' they want to use. Primary account can be changed upon 'edit' selection.
5. 'stop water' button takes the user to the 'Water Service: Stop Service (step 1)' screen.
6. 'add an account' button takes the user to the 'Add Account' screen.

# L1.4.4. My Info FAQ

designated header

navigation

## my info FAQ

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.

[Lorem ipsum dolor sit amet?](#) 1

[Lorem ipsum dolor sit amet?](#)

### 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](#)

> my info FAQ

## annotations

Template G

1. Hyperlinks take the user into detail pages. List is contingent based on total amount of content items.

# L2.1.1 Emergency Info

designated header

## navigation

### emergency info

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.

[Lorem ipsum dolor sit amet?](#) 1

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[Lorem ipsum dolor sit amet?](#)

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#### 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](#)

> **emergency info FAQ**

## annotations

Template G

1. Hyperlinks take the user to a detail screen.

## L2.1.6. FAQ Search

designated header

navigation

## FAQ search

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

submit

### top searched questions

**emergency info**

[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

---

**website & online account**

[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

---

**water shut-off**

[Lorem ipsum dolor sit amet?](#)

**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](#)

> **common search items**

**annotations**

Template G

1. 'search' box for the user to enter in the subject matter they have a question about.

# L2.1.6. FAQ Search Results

designated header

navigation

## FAQ search

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.

lorem ipsum 1

submit

### search results

#### emergency info

[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

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#### website & online account

[Lorem ipsum dolor sit amet?](#)

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[Lorem ipsum dolor sit amet?](#)

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#### water shut-off

[Lorem ipsum dolor sit amet?](#)

### 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](#)

>
common search items

## annotations

Template G

1. 'search' box for the user to enter in the subject matter they have a question about.

# L2.2. Water Saving Tips

designated header

navigation

## water saving tips

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.

### interested in a particular topic?

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

#### current hot topics

**HOT TOPIC NO. 1**

[+ view](#) 

**HOT TOPIC NO. 2**

[+ view](#)

**HOT TOPIC NO. 3**

[+ close](#)

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 litora torquent per conubia nostra, per inceptos himenaeos. Curabitur sodales ligula in libero. Sed

[view all](#) 

### [seasonal article]

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

[read more](#)

### [seasonal article]

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

[read more](#)

## annotations

Template G

1. 'view' hyperlink opens the related content within an accordion.
2. 'view all' hyperlink takes the user to the 'FAQ Search' screen with relevant 'conservation' topics.

## 3.1. Press & Announcements

designated header

navigation

### press & announcements

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.

**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](#)

view all publications & announcement articles

**June**

[\[article title\]](#) 1

[month, day, year]

---

**May**

[\[article title\]](#)

[month, day, year]

---

[\[article title\]](#)

[month, day, year]

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**April**

[\[article title\]](#)

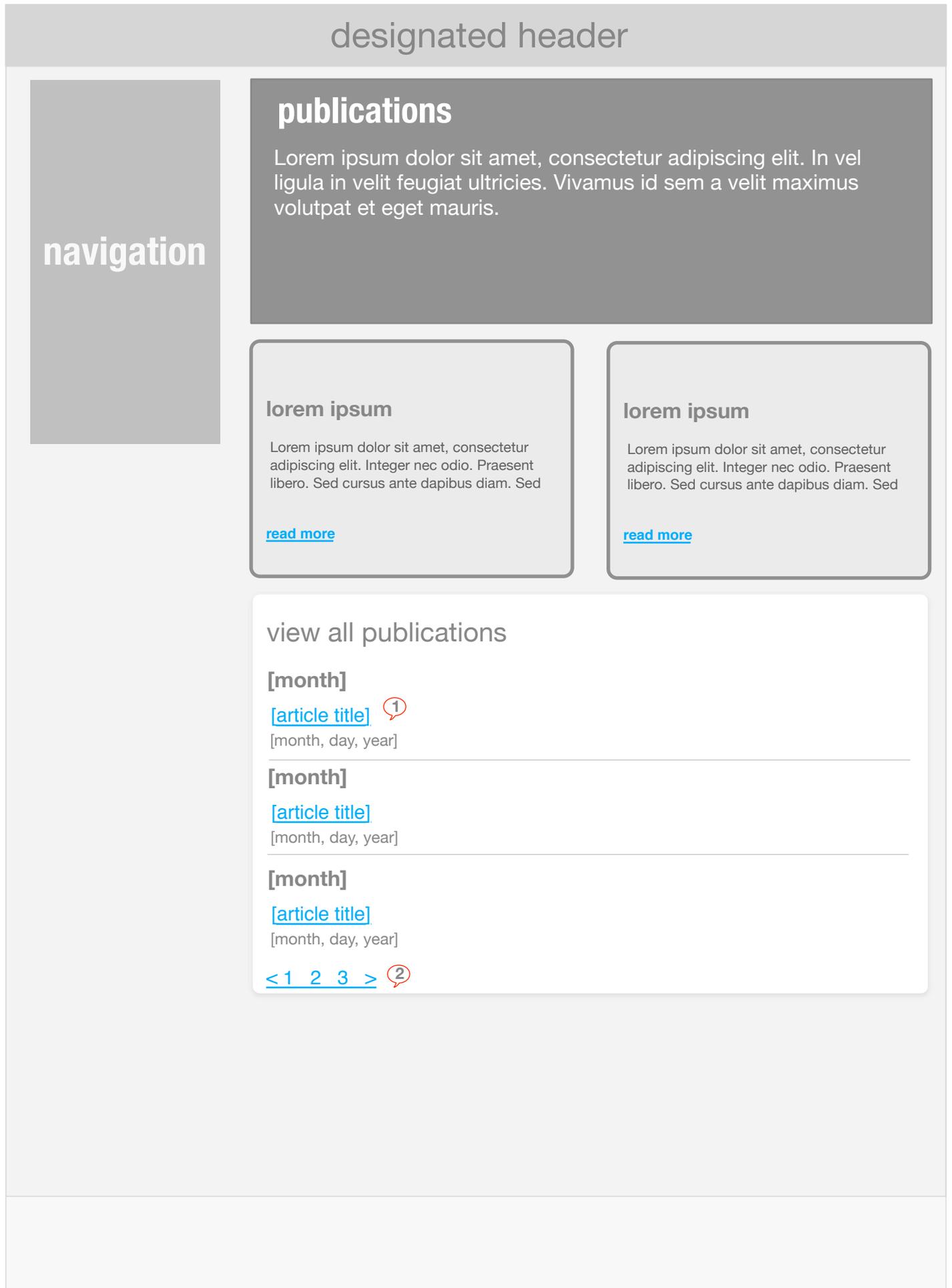
[month, day, year]

[<](#) [1](#) [2](#) [3](#) [>](#) 2

### Template C

1. '[article title]' hyperlink takes the user to a detail news screen.
2. Pagination mechanism to sort through publications & announcement articles.

## 3.2. Publications



### Template G

1. '[article title]' hyperlink takes the user to a detail news screen.
2. Pagination mechanism to sort through publications.

# Mobile: Template G

designated header

## FAQ search

### search

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In vel ligula in velit feugiat

submit

[Lorem ipsum dolor sit amet, consec?](#) >

## lorem ipsum

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec placerat magna ut mi interdum bibendum. Ut id nisl sollicitudin

[learn more]

## annotations

Template G

1. 'search' box for the user to enter in the subject matter they have a question about.
2. Hyperlink bars to related content.