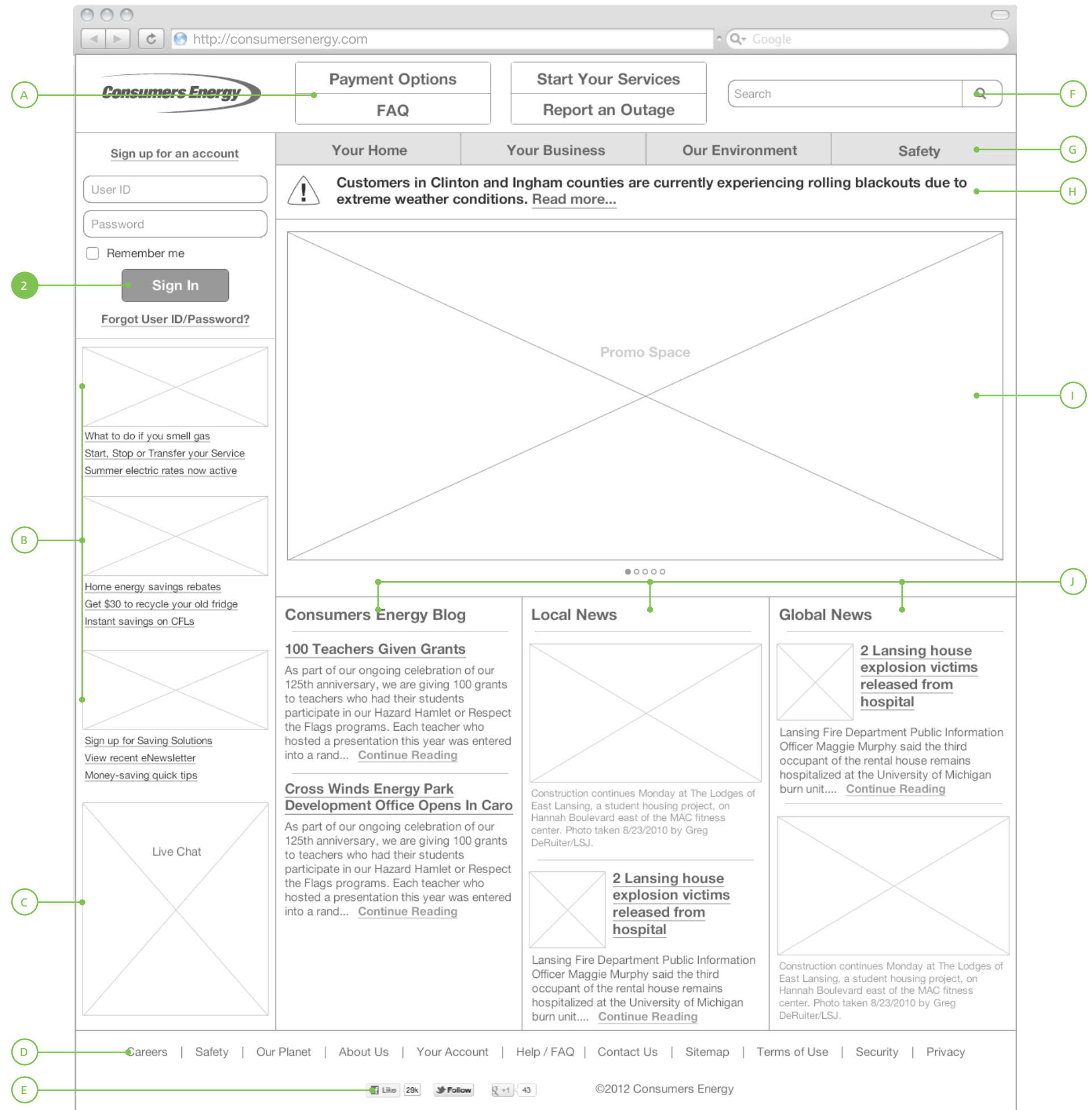
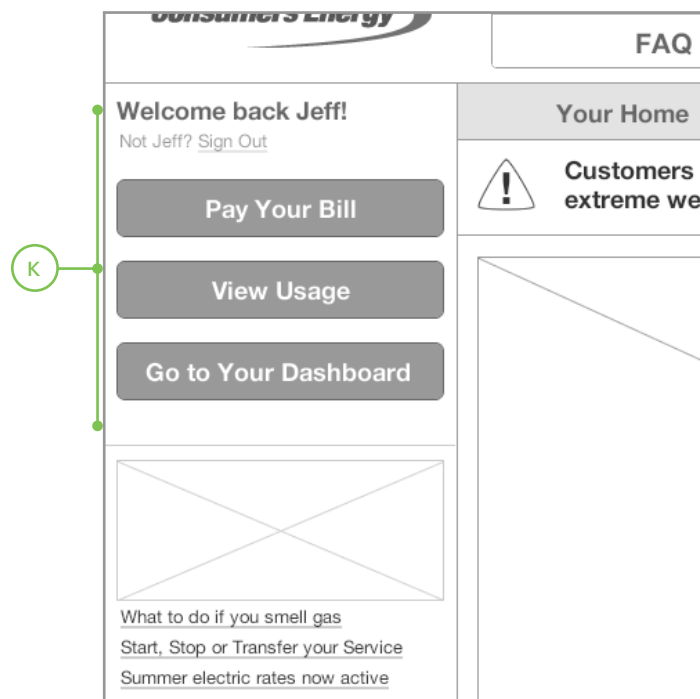


- A Top level action items
- B Promotional area for FAQ, Savings and eNewsletter
- C Live chat. Depending on the technology utilized, live chat may be activated on this page else it may be in a pop-up or separate page.
- D Additional links including legal links.
- E Social network interactions.
- F Searching will search the entire site and provide a list of results on a new page.
- G Top level navigation. Clicking on one of the navigation items will take the user to a landing page that has content and all additional links associated. Alternatively this navigation bar could contain dropdowns with the most utilized links inside.
- H Site wide messaging. This messaging will be shown in this location no matter which page a user is on. This area should be used for high priority messaging only.
- I Promotional space.
- J Blog and news snippets. This area can be utilized for a number of different elements the blog and news snippets are just a suggestion at this point.
- K When a user that is remembered from a previous login accesses consumersenergy.com they will see the buttons below instead of the sign-in form

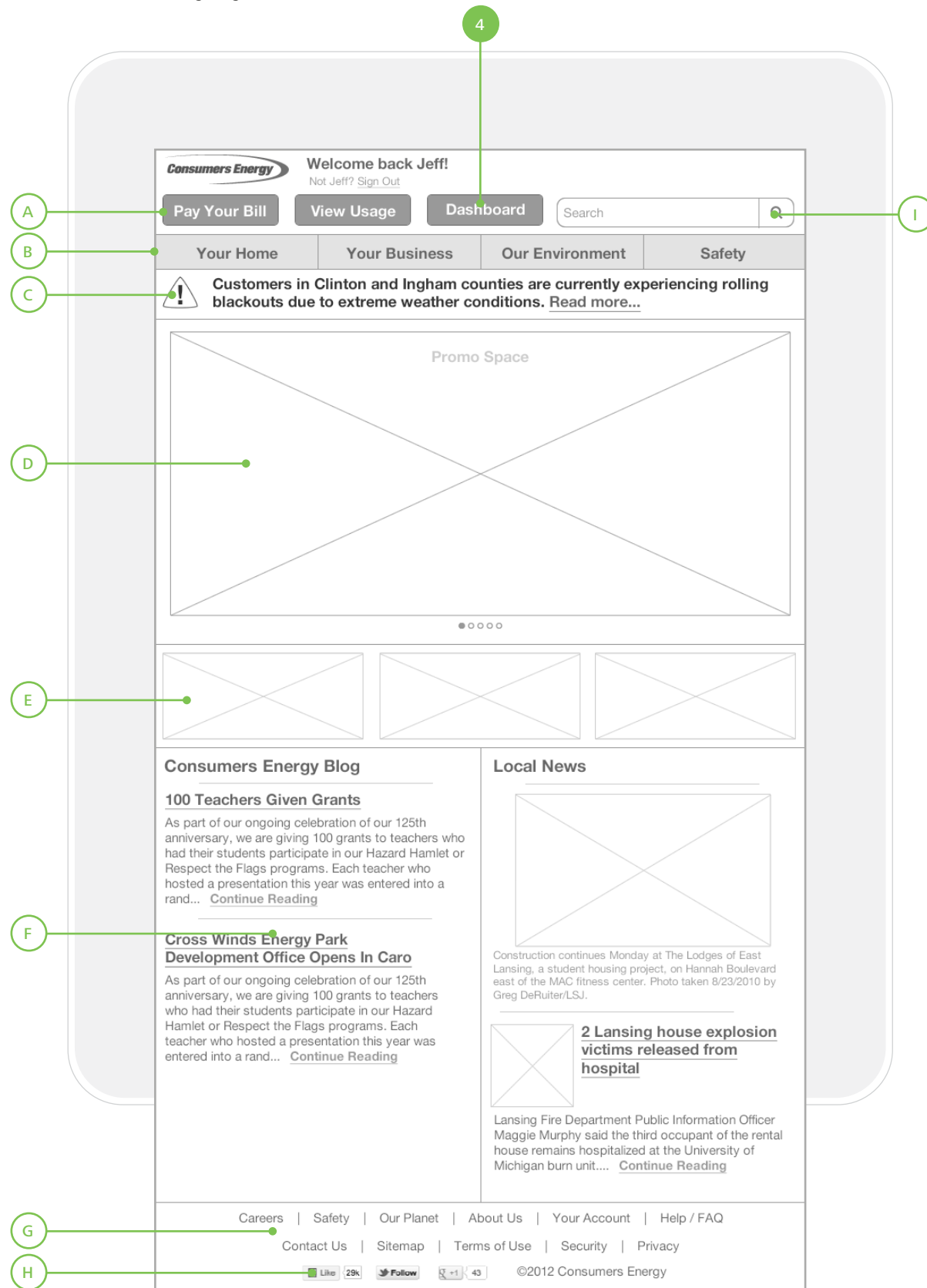


- A** Statement summary. Actions to pay bill (non-pliant due to \$0 balance) or view statement details. Ability to view past 2 statements directly with an option to view all.
- B** Requests summary. If there are open requests users will see them here and be able to view their details. Ability to see past requests.
- C** Usage summary. Shows monthly high and low as well as the average usage. The graph visually displays the past 6 months of usage data. Action item to view more usage details.
- D** Opower Network integration point. Depending on oPower's services, a summary or other information may be displayed here.

The screenshot shows the Consumers Energy eServices Dashboard. At the top, there's a navigation bar with the logo, 'Payment Options', 'FAQ', 'Start Your Services', and 'Report an Outage'. A search bar is on the right. Below this is a user greeting: 'Welcome back Jeff! Not Jeff? Sign Out'. A navigation menu includes 'Your Home', 'Your Business', 'Our Environment', and 'Safety'. A prominent warning banner states: 'Customers in Clinton and Ingham counties are currently experiencing rolling blackouts due to extreme weather conditions. Read more...'. The main content area is divided into several sections:

- Pay Your Bill / View Usage:** A vertical sidebar on the left with buttons for 'Pay Your Bill' and 'View Usage'. Callout **A** points to the 'View Usage' button.
- Statements:** A section showing 'Current Balance \$0.00', 'Past Due Amount \$0.00', 'Billing Option eBill', and 'Autopay Direct Pay'. It includes buttons for 'Pay Your Bill' and 'View Statement Detail', and links to view statements for May 2012, March 2012, and all past statements. Callout **A** points to this section.
- Usage:** A bar chart showing monthly usage from Jan to Jun. Values: Jan (5.8), Feb (5.0), Mar (5.2), Apr (3.9), May (3.4), Jun (2.0). Summary statistics: High (5.8 Mcf Jan 2012), Low (0.2 Mcf Sep 2010), Average (2.5 Mcf). Callout **C** points to this section.
- Requests:** A section stating 'There are currently no open requests.' and listing two closed service requests: #15325 and #13476. Callout **B** points to this section.
- oPower Network:** A section with a bar chart showing usage from Jan to May. Values: Jan (5.8), Feb (5.0), Mar (5.2), Apr (3.9), May (3.4). Text describes oPower as a new customer engagement platform. Callout **D** points to this section.
- Footer:** Contains links for Careers, Safety, Our Planet, About Us, Your Account, Help / FAQ, Contact Us, Sitemap, Terms of Use, Security, and Privacy. Social media icons for Like (29k) and Follow, and a copyright notice for 2012 Consumers Energy.

3. Tablet Home Page (Signed In / Remembered)



- A** Top level action items for Signed-In/Remembered users.
- B** Top level navigation. Clicking on one of the navigation items will take the user to a landing page that has content and all additional links associated. Alternatively this navigation bar could contain dropdowns with the most utilized links inside.
- C** Site wide messaging. This messaging will be shown in this location no matter which page a user is on. This area should be used for high priority messaging only.
- D** Promotional space.
- E** Promotional area for FAQ, Savings and eNewsletter.
- F** Blog and news snippets. This area can be utilized for a number of different elements the blog and news snippets are just a suggestion at this point.
- G** Additional links including legal links.
- H** Social network interactions.
- I** Searching will search the entire site and provide a list of results on a new page.
- J** Statement summary. Actions to pay bill (non-pliant due to \$0 balance) or view statement details. Ability to view past 2 statements directly with an option to view all.
- K** Requests summary. If there are open requests users will see them here and be able to view their details. Ability to see past requests.
- L** Usage summary. Shows monthly high and low as well as the average usage. The graph visually displays the past 6 months of usage data. Action item to view more usage details.
- M** Opower Network integration point. Depending on oPower's services, a summary or other information may be displayed here.

4. Tablet eServices Dashboard



5. Mobile Optimized Home Page

6. Menu

Reveals the menu.

- A** Site wide messaging. This messaging will be shown in this location no matter which page a user is on. This area should be used for high priority messaging only.
- B** Top level action items for Signed-In/Remembered users.
- C** Promotional area for FAQ, Savings and eNewsletter.
- D** Blog and news snippets. This area can be utilized for a number of different elements the blog and news snippets are just a suggestion at this point.
- E** Additional links including legal links.
- F** Social network interactions.
- G** Searching will search the entire site and provide a list of results on a new page.
- H** Top level navigation menu.
- I** Hides the menu.

