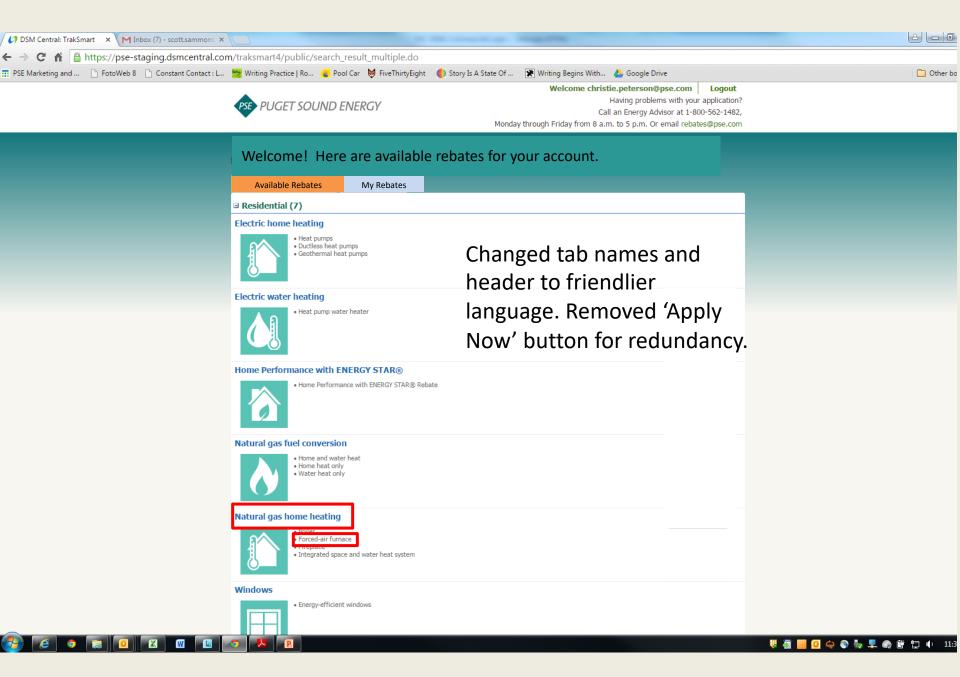
Rebate application process

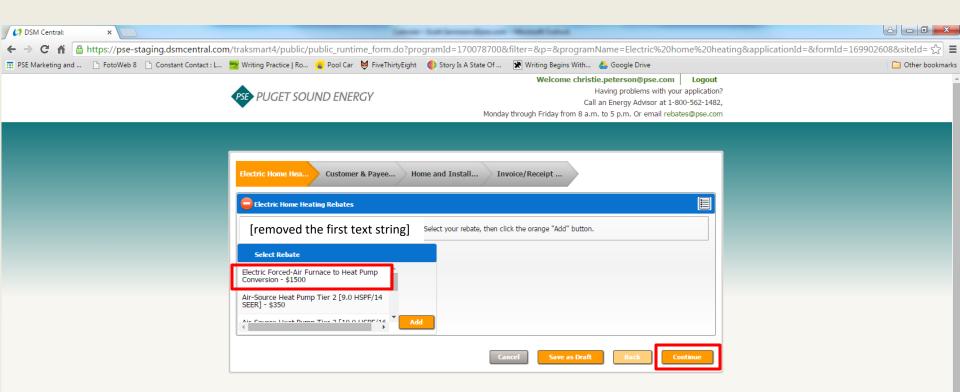
Puget Sound Energy's rebate application process was brought online using a third party vendor. The process was many steps and difficult to stay on the path.

I brought this to a UX writing class at School of Visual Concepts to workshop. The results are from class exercises only.

I focused on what the copy could do to provide a clearer path to completing the application.

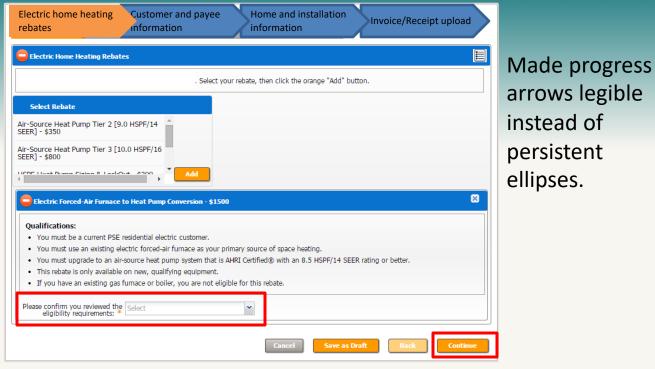
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Monday through Friday from 8 a.m. to 5 p.m. Or email rebates@pse.com



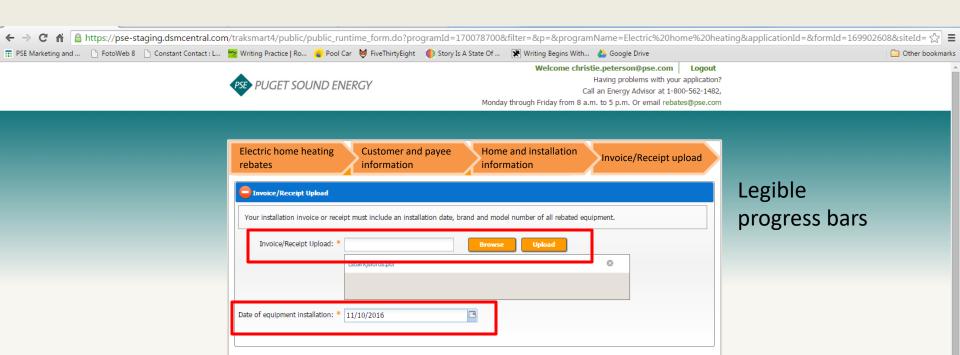
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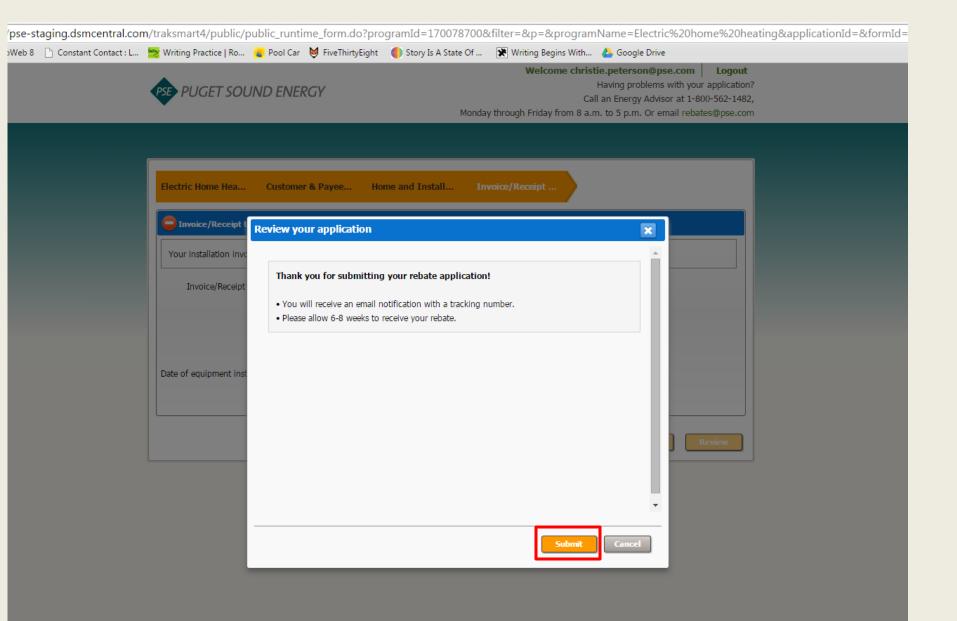
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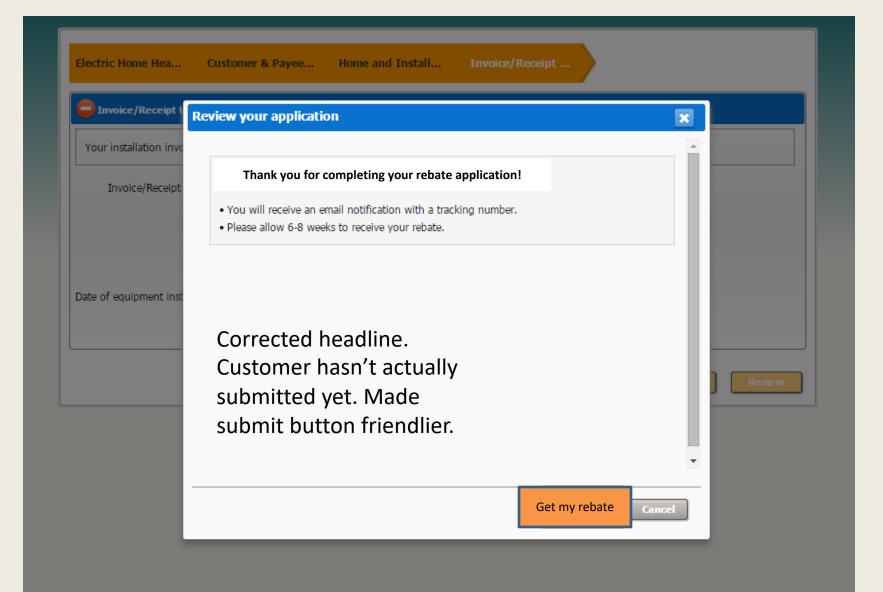
This info is not needed to submit the rebate, but might be needed later. Added clear option for customer to by-pass.

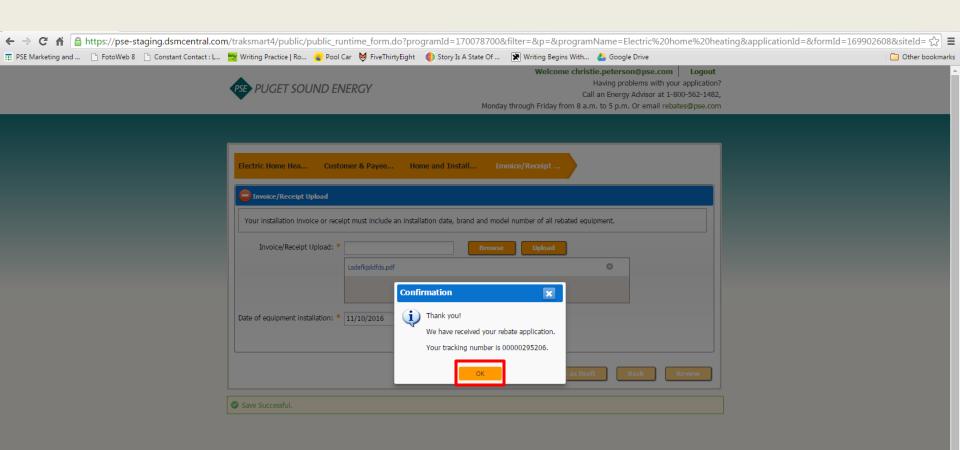
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	Sort By: Last Updated Date ↓ Tracking Number Program Name Electric home heating IN PROGRESS Last Updated Date : Nov 17 2016, 1:38 PM PST Customer Info : GERALD K HODGE 4570 AVERY LN SE C,Lacey,WA,98503 Site : 8311 SUMMERWOOD DR SE,Olympia,WA,98513 Electric home heating IN PROGRESS Last Updated Date : Nov 14 2016, 7:57 AM PST Customer Info : GERALD K HODGE 4570 AVERY LN SE C,Lacey,WA,98503 Site : 8311 SUMMERWOOD DR SE,Olympia,WA,98503 Site : 8311 SUMMERWOOD DR SE,Olympia,WA,98513		Tracking Number: 00000295206 Application Status: In Progress Submit Date: 11/17/2016	Finished state.
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	WindowsIN PROGRESSLast Updated Date : Oct 25 2016, 3:24 PM PDTCustomer Info : GERALD K HODGE4570 AVERY LN SE C,Lacey,WA,98503Site : 8311 SUMMERWOOD DR SE,Olympia,WA,98513		Tracking Number: 00000276408 Application Status: In Progress Submit Date: 10/25/2016 Tasks	
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