HydroLink

Project Presentation

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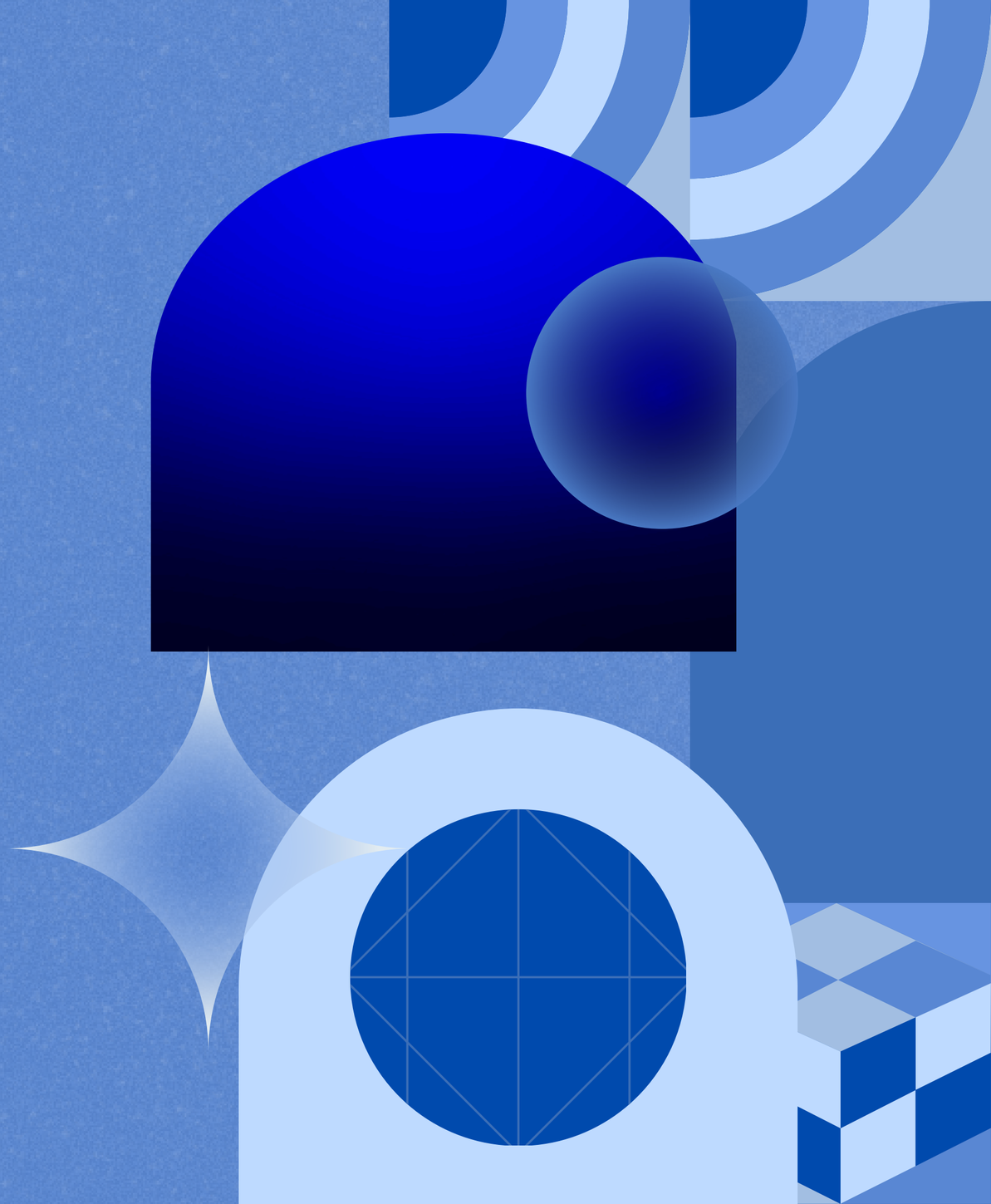


The Why’s - The Problem We Want to Solve

Water is essential — and so is having access to timely updates, bills, and support when problems arise.

But many Davao City residents experience:

- Missed or late billing notifications
- Confusing or outdated online platforms
- No real-time service interruption updates
- Lack of responsive support during emergencies

The existing Davao City Water District (DCWD) system is hard to use, especially on mobile. For busy users, elderly residents, and those not tech-savvy, even simple tasks like checking bills or reporting issues become stressful.

Identifying the Problem

We identified six major pain points in the current DCWD system:

- **No real-time support (no chatbot or live chat)**
- **Delayed or missing notifications about billing and outages**
- **Confusing and inconsistent navigation on mobile**
- **No confirmation when reporting service issues**
- **No map or localized info about service interruptions**
- **Broken sign-up for SMS updates — leaving many users uninformed**

These issues leave users frustrated, disconnected, and without a reliable way to manage their water services.

Method

How We Gathered Feedback

We used a combination of methods to understand what users truly need:

Likert-scale survey (5-point scale) to measure satisfaction, ease of use, and confidence

Task-based evaluations for everyday actions (view bills, report issues, check service)

Heuristic evaluation using Nielsen’s 10 usability principles

Open-ended feedback to capture real user voices

We tested with 9 users from our target audience — including students, working adults, and seniors — to reflect a variety of real-world experiences.

Methods of Evaluation

We measured usability through:

Task Completion & Success Rates

Users were asked to perform key actions like viewing a bill, checking a zone, or reporting an issue.

Surveys

Used Likert scales and open feedback to gather both numbers and human experiences.

Heuristic Evaluation

Checked for system visibility, error prevention, simplicity, user control, and design consistency.

Visual & Functional Feedback

Observed user behavior and confusion points in Figma mockups.

FEATURES

This is where you securely access your account. You typically enter your username/email and password here.

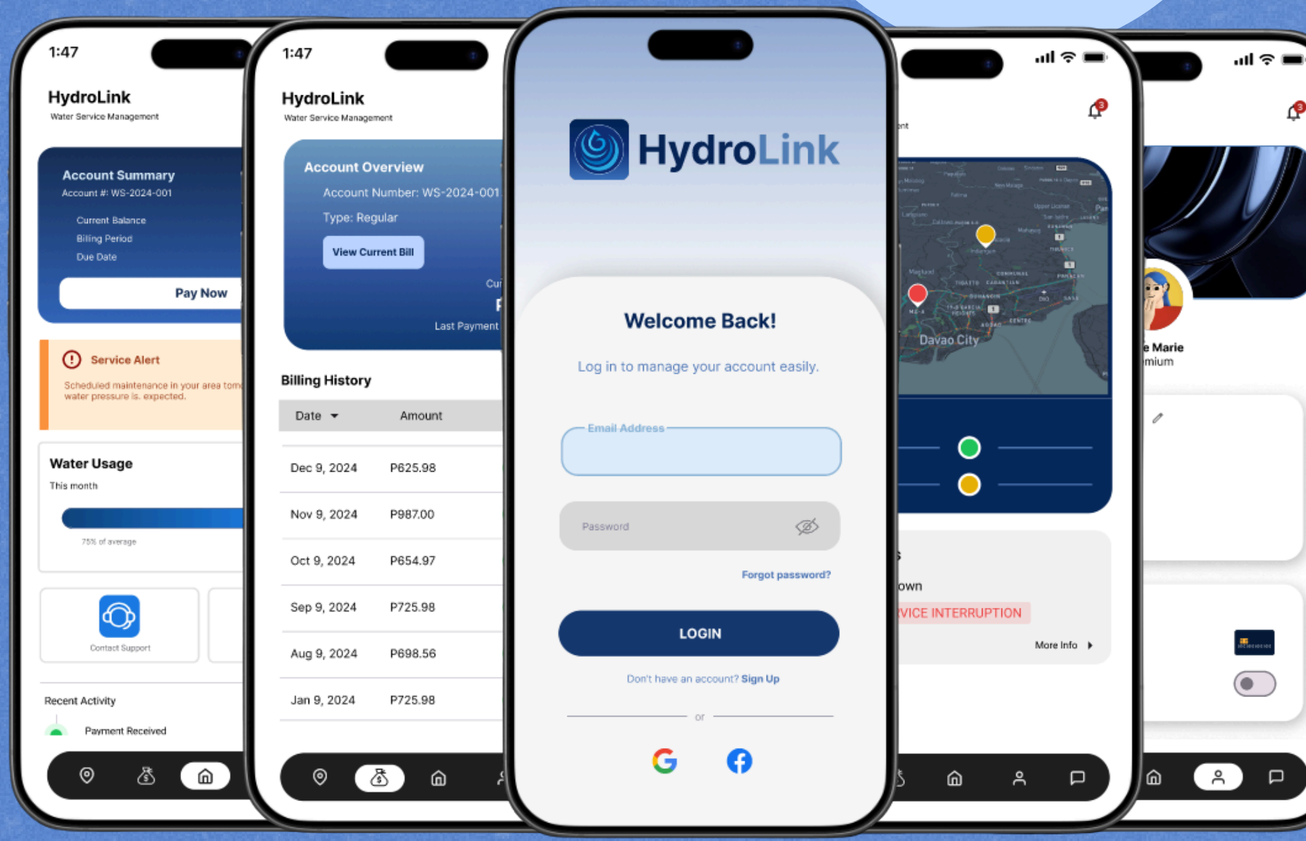
This icon leads to the map, helping users find service areas or check for water interruptions. It's for geographical information

This represents billing and payments. Users can view bills, payment history, and manage transactions here

This takes you back to the main dashboard or home screen. It's your central hub for app overview.

This is your personal profile or account settings. Manage your details and preferences here.

This is for customer support or communication. It connects you to live chat, a chatbot, or messages.



https://www.figma.com/design/mXGtFkhK8MgDcnwCn7ghDr/Water-Billing-System?node-id=0-1&p=f&t=gksqwCoUu7zU8X5v-0

Results - What We Found

Criterion	Score
Navigation	4.67/5
Clarity of billing info	4.67/5
Chatbot support	4.44/5
Confidence in reporting issues	4.33/5
Zone-based outage info	4.44/5
Overall satisfaction	4.67/5

Common feedback:
Tap areas on the map could be larger
Labels/icons needed to be clearer
“Download Receipt” button looked too important compared to “Done”

Despite these, users found the system clean, helpful, and easy to use.

Conclusion

HydroLink was created to address very real frustrations with the current water service system.

Even as a non-functional prototype, our design showed that clarity, accessibility, and empathy make a major difference.

Users were able to complete tasks confidently, understand the interface quickly, and expressed high satisfaction — especially compared to the current DCWD experience.

This is proof that good design doesn't need to be complex.
It just needs to be thoughtful, responsive, and made for real people.

Presented by Team FlowSense