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Utilitizer Heuristic Evaluation

Overall I like the design of your application.

The UI is clean, and completing the tasks was straightforward. I really like the idea behind this project, and your implementation is strong.

SCENARIO TASK ONE:
Set up an account for Utilitizer.

Comments:
The instructions told me to set up an account with an email address that was already used. Not a huge issue, as I just made one with a different account, however I wasn't able to complete the task as exactly specified. Adding payment methods seemed to be like a separate, additional step for setting up an account. Tighter integration with the set up workflow could be beneficial here.

SCENARIO TASK TWO:
Add a new utility service for NSTAR

Comments:
Adding a service was pretty easy. No real issues here.

SCENARIO TASK THREE:
Pay your NSTAR bill

Comments:
This was super easy and straightforward. No real comments about this.

UTILITIZER HEURISTIC ANALYSIS

Simple and Natural Dialogue
The screens are simple, uncluttered. They contain only as much information as necessary.

Speak the User's language
I had no issues figuring out how to add a service, pay a bill, etc. None of the language used was confusing.

Minimize Memory Load
The bill summary at the top of the Pending Bills page is very nice. Seeing what credit card will be used to pay a bill on that screen is a very useful feature. The calendar is a nice visual touch that also helps reduce the amount of thinking I have to do to use your app.

Consistency

All the screens of your app are consistent in look and feel. As far as external consistency goes, this is unlike most of the utility payment apps I've had the mispleasure of using. Seeing as the point of your app is to improve this experience, this is a good thing.

Feedback

When I attempted to create an account, I received feedback that the email was already used. I also cannot type, so when I mistyped my password confirmation, I was notified. Overall good job on the feedback. App is very fast, doesn't really need any loading type of feedback.

Clearly Marked Exits

The logout button is present on the menu of very screen. It's a browser app, so I could just kill the tab too.

Shortcuts

The shortcuts at the top of each screen i.e. "Add a new service" are a nice touch. The menu is a quick way to navigate between pages.

Good Error Messages

There was some validation on the sign up/login screen. Messages were easy to understand.

Prevent Errors

I didn't encounter any errors, there did not appear to be an validation on account numbers, credit card numbers, etc. Credit card numbers and CVVs have predetermined lengths, so it would be easy to add length validation to them.

Help and Documentation

Your briefing had info about how to access the app. Documentation was acceptable. Good examples for each field throughout app.