

SCENARIO	RESULTS	ADDITIONAL COMMENTS
CREATE A NEW ACCOUNT	5 – Positive 2 – Partially positive	All of the testers managed to complete the task. Some of the testers tried to login instead of create an account. One tester forgot to check the “I have read the agreement” box
LOGGIN TO YOUR ACCOUNT	7 – Positive	Nothing to comment
MONITOR CONSUMPTION	4 – Positive 1 – Partially Positive 2 Neutral	All respondents completed the task. All respondents selected the correct devices. Some respondents forgot to change the default periods. One respondent forgot to select the refresh period. But all of them completed after getting a reminder about the task.
CHEK THE CONNECTED DEVICES	6 – Positive 1 – Partially positive	All the respondents completed the task, one respondent looked initially for the devices in the User Profile tab. Upon asking why, he said that since the device belong to user, he expected information to be located in there.
CHECK PAST DATA	1 - Positive 3 – Neutral 2 – Partially Negative 1 – Negative	Most users did not realize after initially that they need to click on the bar chart to drill down. One user did not complete the task, two users did not drill down to <i>day</i> scale.
COMPARE CONSUMPTION DEVICES	3 – Positive 4 – Partially Positive	All users completed the task, some users had a hard time initially navigating to the <i>Consumption Reports</i> . When asked why, most of them said that the name does not reflect that. Two users didn’t use the <i>current month</i> button.
COMPARE CONSUMPTION PERIOD	7 – Positive	All users completed the task, might be because the users where accustomed from the previous task.
USER PROFILE	7 – Positive	All users completed the task.
LOGOUT	7 – Positive	All users completed the task.