

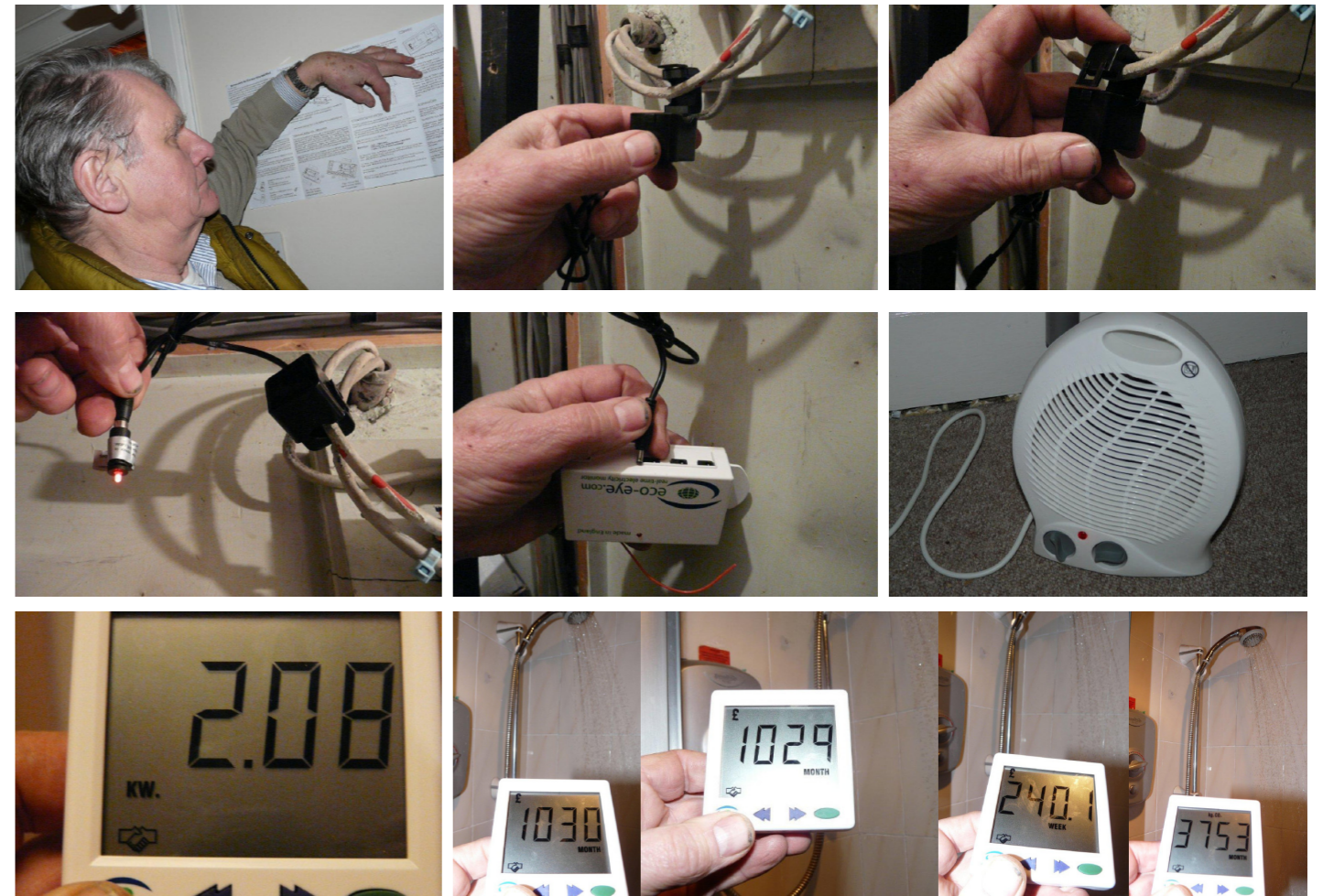
# Human Factors *Observation*



**Name:** Maryanne Carol  
**Age:** 68  
**Status:** Single (widow)  
**Occ:** Retired Teacher



**Name:** Alec Mitchell  
**Age:** 69  
**Status:** Married  
**Occ:** Design Engineer(Retired)



## Observations

These observations are my interpretation of the photographs she provided in her own time.

- Issues with the box being high up, ladder would be required.
- Confusing electrical box with many different wires as well as an ominous looking warning sign inside the cupboard - This is very intimidating
- Close up of the LED would suggest she had issues identifying its use within the process
- Close up of energy bill suggests she had difficulty determining which tariff to load
- She has gone round the home switching devices on and off to see the effect on screen

## Observations

- Appears to read instructions before setting off
- Knows the function of the clip and therefore has very little trouble getting it on the cable
- Cables don't look safe and are definitely not clearly marked
- Suggestion of issues with plugging sensor into the correct port, not clearly marked
- Proceeds to switch on appliances and check their effect on the reading