

6 Summary of Issues

1 Number of Parts - The number of parts in the box was daunting to some users, adds to the cognitive process of setting up the meter. Clip, wireless transmitter, screen, batteries etc too many parts.

2 Instructions - Very text heavy, difficult to follow and on one large sheet of paper. Intimidating to elderly users and puts them off starting

3 Clip - Electrical cables are often stiff and close together inside the cupboard making it tough to get the clip around the cable. The clip itself is also all black and has a stiff fastener, difficult for those with vision and dexterity issues.

4 Screen set up - Setting up the device using on screen actions using badly written instructions makes the process confusing. Huge cognitive burden involved with this part of the setup. Loading tariffs is an especially challenging aspect of set up, confusing most people not just the ageing population. The scroll through method of set up is confusing and takes too long to return back to start.

5 Display - Display is clear but very small. The device gets lost around the home and becomes forgettable. Numerical display is clear but no reference to level of consumption. Lack of graphics.

6 Information - The device displays a number of different pieces of information related to consumption per day, month year, in kilowatts, kilowatt hours, voltage as well as spending for the same divisions. This was seen to be an information overload for older users.

7 Font - Font size on instructions and labels on parts is very small and very hard to read. Not to mention containing spelling mistakes.



Key aspects for re-design

Reduce number of parts involved in the set up process, hence simplifying the instructions and reducing the overall cognitive burden on ageing users.

Simplifying the set up process as much as possible making tariff loading simpler. Pictorial instructions (e.g. Ikea set up) allows users to identify parts easier but also helping to understand what needs to be done.

Large, Clear display to compete with television dominated environment of the home. Product must draw your attention more to help remind the user of their consumption

Simplification of the information provided. Reducing the amount of available options but retaining the relevant information. Less is more. Representing the consumption graphically allows users to visualise their relative energy use in relation to particular devices being on/off and provides instantaneous feedback.

Personalising the use of this product in order to positively influence behavioural change.

Portability is important as most users carry the device around testing which appliances have the biggest effect. This should remain in the design.