

# Human Factors *Observation*



**Name:** Rikki and Carol Bailey  
**Age:** 54  
**Status:** Married  
**Occupation:** Policeman

## Comments

- “It’s not clear what comes first in the process, instructions are confusing”
- “Fairly obvious what the clip does once you work it out but at first its confusing”
- “Most of the setting up was a considered judgement, the instructions were almost there just to confirm my thoughts”
- “It’s very interesting to see how things change when you switch products on and off around the home”
- “It’s really not obvious where the little red LED light goes, took me a while to work out its actual function”

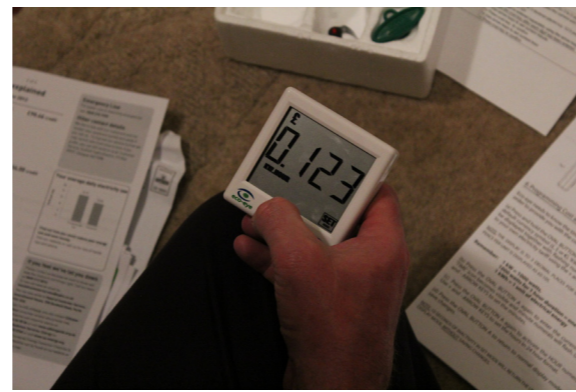
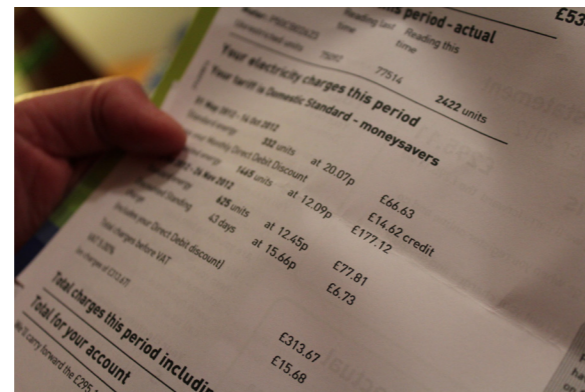
## Observations



- Initially found instructions wordy and daunting



- Clip was stiff and all black made it hard to distinguish between parts
- Had difficulty identifying which port to insert the sensor output into.



- Carol had to find recent electricity bill from filing and it took both of them to work out the tariff and insert onto device.
- Once the device was in place, spent time trying all different machines and devices in the house to see the effect this had on the numbers