

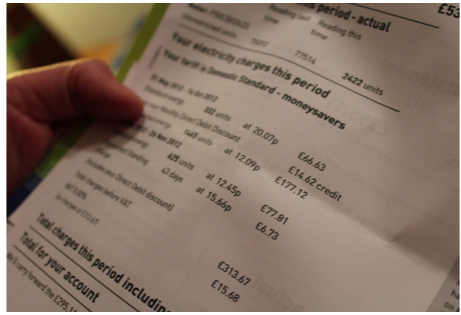
User Analysis Techniques



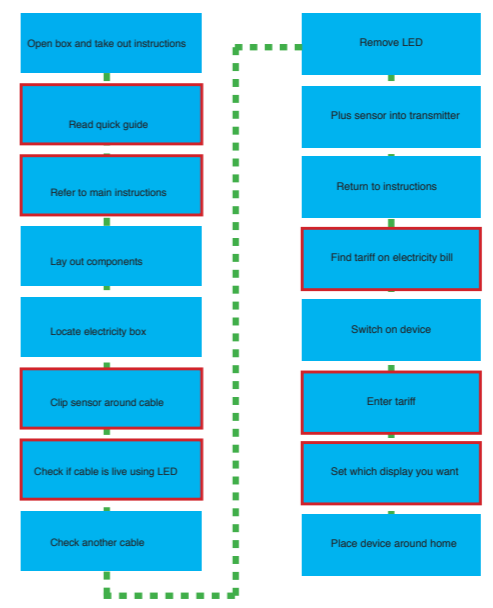
As the population grows older, monitoring energy consumption has a major role to play in preventing fuel poverty.

People between the ages of 50 - 65 fall into the category of “ageing” and have more exposure to technology than the “aged” population. To determine the needs of this age group when using a smart electricity monitor, I used the following human factors techniques:

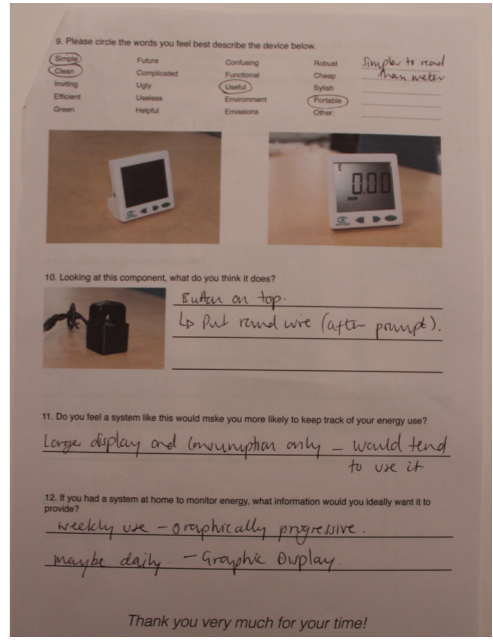
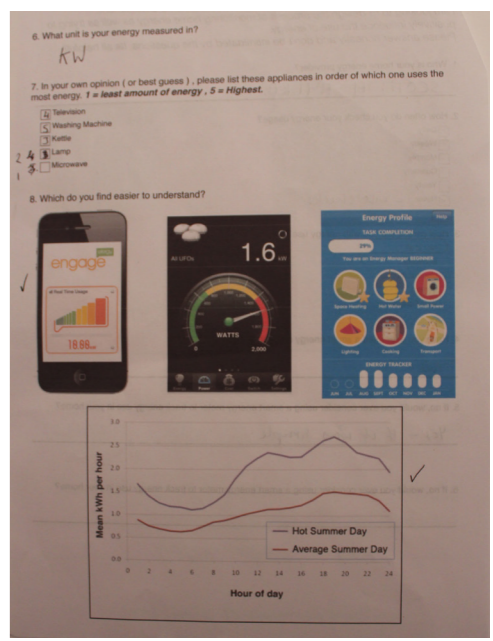
Observation



Task Analysis



Questionnaire



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

“It’s nice to see how much energy you are using right there and then.”

Rikki

“It just shows you, you’re always using more than you think you are”

Carol