

Experience Design

Smart Meter Data Mobile App

Interview Questions.

Version 1.1

Part 1 – Current Use

What is your current energy use setup?

- Provider, tariff
- Do you see your usage?
- Smart meter?
- Smart home integration?
- How do currently pay bills?
- How do you navigate energy use with housemates?

What are your current attitudes to energy use in your own home?

What do you think you use the most energy on?

What uses of energy are non-negotiable?

How do work out how to heat your house?

- When do you heat?
- Why?

Do you know what a kWh is? How would you describe it / visualise it?

- *Do you know what price you currently pay for a kWh?*

Do you make a mental distinction about how a device is powered?

- Why? / Why not – When?

What's the difference between gas energy use and electricity energy use?

Why would you change energy providers to your house?

- Have you in the past?
- What factors drive you to change providers?

Do you make the right decisions in terms of energy use?

- How do you know?

Do you have any routines with energy use?

Do you consider what time you use energy?

- Why / Why not?

Where do you think your energy comes from?

- *Do you think about this when using it?*

Do you waste energy?

- Why?
- How?
- When?
- How do you feel this? (heat/ draught)

What stops you using energy?

- how, why when?

Why use energy at all?

Do you try and save money by reducing energy use?

- -why?

Is amount of energy use linked to standard of living?

- Why?

What signs are there of energy use?

- feel, see, hear etc?

Is there any reason to reduce energy usage?

How do you quantify your own energy use?

How does energy use with housemate's work?

Part 2 – Changes in Use

How has working from home changed your energy use?

- Why?

How has your personal total of energy use changed due to working from home? (total energy used personally, regardless of where it is)

Has your attitude to energy use changed at all?

- Why/ why not?

Have you thought about this change at all?

- How?

- Why?

How did your energy use change when you were no longer a student?

What is different about your energy use now compared to when you were a student?

- How have your attitudes changed towards energy use between the two?

Part 3 – Climate Effects

What is your opinion on climate change?

- How important is it?
- How real is it?
- What steps have you made?
- what would you live without?

How do you foresee climate change affecting you?

What is the impact of energy consumption?

Should we prioritise efficiency or elimination?

Do you equate exterior activities such as driving or parcel deliveries in terms of energy use?

- Is it useful to quantify anything in terms of energy used?

Do you look at the energy efficiency of products when you buy them?

What does renewable energy mean?

**What is the real-world impact of your energy use?
How do you see the effects of your efforts?**

Part 4 – Reflection Exercises

Photos

- energy meter
- energy use / saving
- see/hear/feel energy

Research Games

- Comfort vs environment – importance of things to self – break down environmental benefits into real world effects e.g. Australia burning, keeping house warm. Having internet connection, using washing machine whenever I want
- Draw interaction with energy – open ended