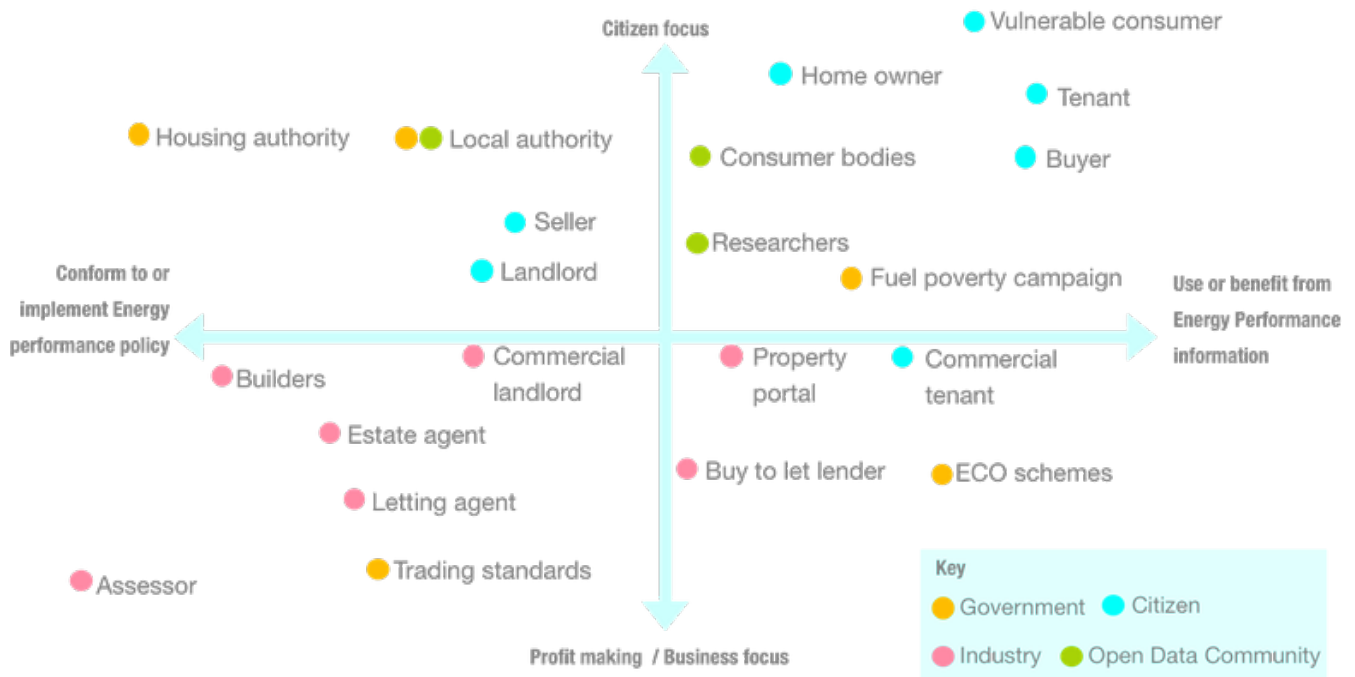


EPBR User needs

We have a diverse set of users across the public, industry, government and open data communities:



Citizen users

Citizens are the beneficiaries of the EPBR ecosystem.

There are user needs that remain unfulfilled by the current registers, and this is because the large majority of this group are unaware of the ability to search for an EPC online.

Persona	Tenant		Buyer		Home owner	Seller		Landlord	
Activities	Rent a property		Buy a new home		Improve my energy performance	Sell my property		Rent out my property	
Tasks	Compare EPC ratings for similar properties	Don't know much about the ratings	Not easy to compare EPC ratings	Use EPC to decide what to do to improve energy performance	Energy costs are increasing, I need to bring them down	Not sure if the property has an EPC	Consider what improvements to make before putting on the market	Arrange for an assessment via my estate agent	Consider what improvements to make every few years
	Need to keep the bills down	I'm not sure I received an EPC	I don't understand the certificate	For a new build I expect a better EPC	The EPC is from several years ago	Unaware I can check for an EPC online	EPC is out of date	Unaware I can check for an EPC online	Compare my EPC rating with similar properties
	The EPC rating is high because it's an old building	I didn't know I could see it online	I didn't realise I could find this online	Check the recommendations	It costs me £50 to get a new one	Arrange for an assessment via my estate agent		Unable to rent if my property is an F or a G	
Needs	Need information including the EPC to decide which property to rent	Need to check rating and complain to have improvements made if EPC is an F or G	Need to see EPC ratings to decide what property to buy	Need the EPC to obtain a specialised mortgage	Need expert guidance on what to do to improve energy performance	Need to have an EPC shortly after placing on the market and before sale	Need to send EPC to buyer via agent or solicitor	Need to have an EPC to rent out my property	Need to send EPC to new tenant via agent or solicitor
						Check an assessor is accredited to carry out an assessment			

Industry users

Industry users are currently the main users of the online register portal.

Agents and assessors are engaged by citizens to carry out the work to lodge and retrieve an EPC



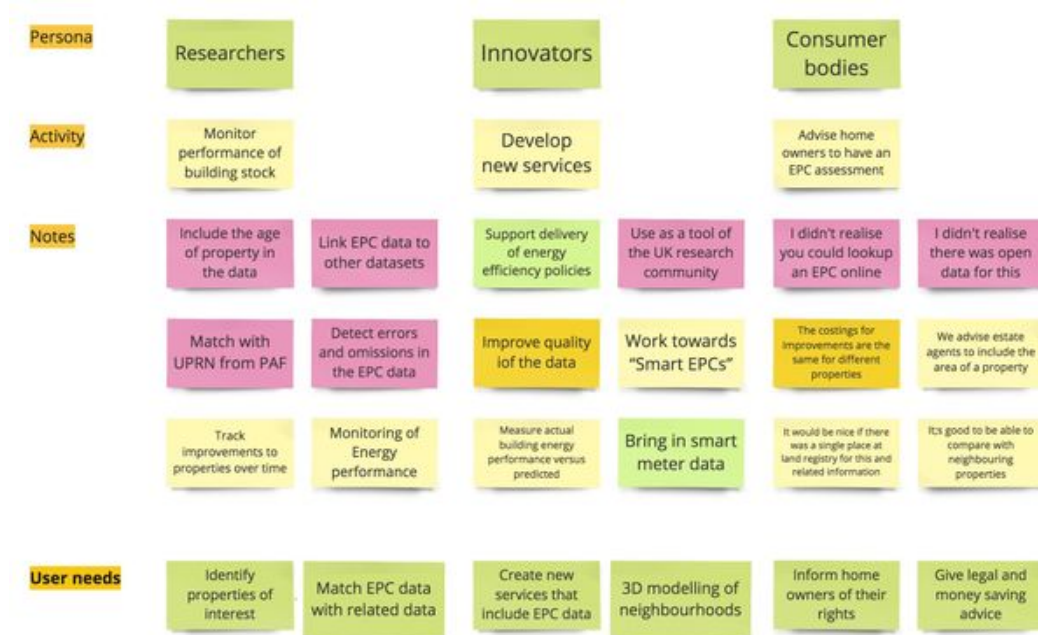
Government users

Government users need to check on the success of policies and schemes. They also need to use the data to implement policies such as the Domestic MEES.



Open Data Community

The Open Data Community include researchers and innovative companies looking to use EPC data in a variety of ways



Realtime Board

References

- Sprint #0 - User Groupings
- Sprint #1 - Citizen Service
- Sprint #2 - Government and research
- Sprint #3 - Agents and consent
- User needs from workshops and surveys - pre discovery