

Trust

Own situation

believes the estimation of the energy bill to be accurate

Own situation TRUST

expressed trust in the recommendations, as the energy bill was accurate

Own situation TRUST

was pleasantly surprised to find that the estimated current bill is very precise

Own situation TRUST

personal situation: biomass as the most cost-effective option

Own situation TRUST

felt the recommendations were more suited for general houses rather than his unique situation

Own situation TRUST

The estimated energy bill shown by the service was slightly higher than their actual bill, but they still considered it relatively accurate

Own situation TRUST

expressed confidence in the system's ability to estimate the current energy bill accurately

Own situation TRUST

some questions were quite broad, and he believed that more detailed questions could lead to more accurate results

Own situation TRUST

Flexibility

liked the ability to adjust settings to see changes in energy demand and bill

Flexibility TRUST

allow for more detailed inputs, such as providing details like roof size and receive insulation recommendations

Flexibility TRUST

She believed that more detailed and private questions could lead to a more personalised calculation

Flexibility TRUST

Programming

The well-programmed and responsive website service contributed to his trust as well

Programming TRUST

a buggy wrong information puzzled her

Programming TRUST

Knowledge

relied on his professional experience

Knowledge TRUST

she found this pattern with less demand in the summer and more in the winter to be logical and sensible

Knowledge TRUST

Trusting the recommendations due to his familiarity with the technologies

Knowledge TRUST

reinforced her belief after testing it by inputting the best energy configuration

Knowledge TRUST

gained more trust in the service after it was clarified that the project was solely a research-driven initiative sponsored by the EU without any commercial influence

Knowledge TRUST

had concerns that the service might be promoted by business companies with the intention to sell their products

Knowledge TRUST

the recommendations provided by the service were somewhat similar to the ones given by the energy assessment company

Knowledge TRUST

they trust the recommendations because they were provided by a trusted organisation, which played a significant role in building trust.

Knowledge TRUST

he found the recommendations aligned with his knowledge, which contributed to his trust in the system

Knowledge TRUST

trusts the recommendations because they align with his knowledge and expertise

Knowledge TRUST

Planned

preferred to focus on specific options: installing a heat pump and conducting a house renovation

Planned TRUST

"Green"

While he noticed the "why turn to renewable energy" card, he did not click to view it

Green TRUST

Weakness

they trust the assessment company more, as they believed the professionals could consider more intricate details of their house and evaluate the economic feasibility more accurately

Trust Weakness

they expressed a concern that the recommendations provided by the service may remain the same regardless of the input conditions, suggesting that the system might not consider personalised details

Trust Weakness

installing a heat pump may depend on the distance from their neighbors' houses, they believe that the service's recommendations might not fully encompass these specific aspects

Trust Weakness

He believes that the investment costs provided by the system might be higher than the actual situation due to various subsidies available in different countries or regions.

Trust Weakness