HOUSEHOLD ENERGY APP / ILLUSTRATIVE CASE

What can residents learn between energy bills?

The management decision

Choose a comparison people can interpret without a detailed knowledge of energy billing. Comparing usage per day helps a resident understand why a longer billing period can show a larger total.

A resident can enter a reading and still struggle to judge whether a higher total means higher daily use. Billing periods differ in length, and a mistaken reading can send the wrong signal. An app can make the comparison easier, which helps housing providers and support teams explain what is happening before the next bill.

Worked example

Usage of 140 kWh over 14 days averages 10 kWh per day. A later period of 180 kWh over 20 days averages 9 kWh per day. The larger total accompanies a lower daily average.

Example figure	What it represents
10 kWh/day	First period
9 kWh/day	Second period
−1 kWh/day	Daily difference

What changes the answer

If the later figure depends on an estimate, treat the apparent 10% daily reduction as provisional. Check again when the actual reading arrives. Any bill estimate also depends on the applicable tariff and billing rules.

Household energy app

What to commission

Build a reading and comparison journey for one agreed platform, including estimated and corrected readings.

We agree how users identify the meter, enter a date and correct a mistake. We also plan what happens when a meter changes or an estimated reading affects the comparison. Test examples use sample household records.

How to judge the result

A resident can enter and correct a sample reading and see daily usage across two billing periods of different lengths.

Ask users to explain the trend using sample records. Check whether the app makes estimated readings clear before treating a change as meaningful.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Housing operations or resident services manager. Name the person who will approve the next step.
Records to gather	The people who will use the app, supported devices and examples of the readings they record.
Agreed output	An app for the agreed platform, usage charts and a setup guide.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us who the residents are in general terms, which devices they use and what they need to understand from a reading. Mention how your team currently handles corrections. A description of the typical journey is more useful at the start than sending bills with personal details.

Email info@oxetc.co.uk and mention DEV-03. All figures in the worked example are illustrative.