

STATE OF THE CANADIAN HOME

2023 Edition

Canadians are interested in a **subscription service** to provide **lifetime maintenance to a whole-home system, such as HVAC**



34%
YES

39%
MAYBE

For a total of **73%**

Many homeowners have little money set aside for repairs

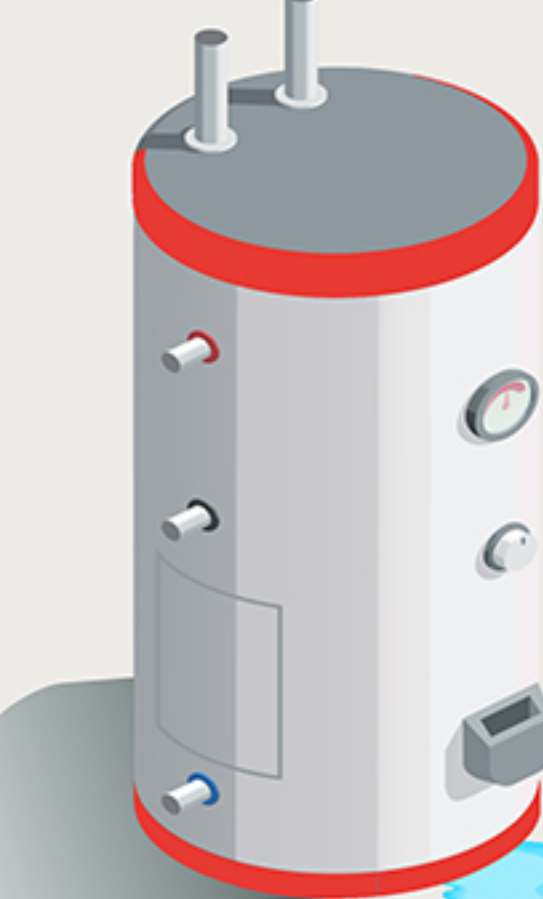


25%
of homeowners have \$500 or less or no money set aside

39% have \$1,000 or less

80% of Canadian homeowners experienced repair emergencies in the last 12 months

Common repair emergencies were



HVAC repair
22%

Water heater repair or replacement
16%

Faulty electrical circuit, switch or outlet
9%

Exterior electrical connection failure
5%

Many Canadians are unaware they are responsible for the service lines on their property

21%
think their **municipality** is responsible

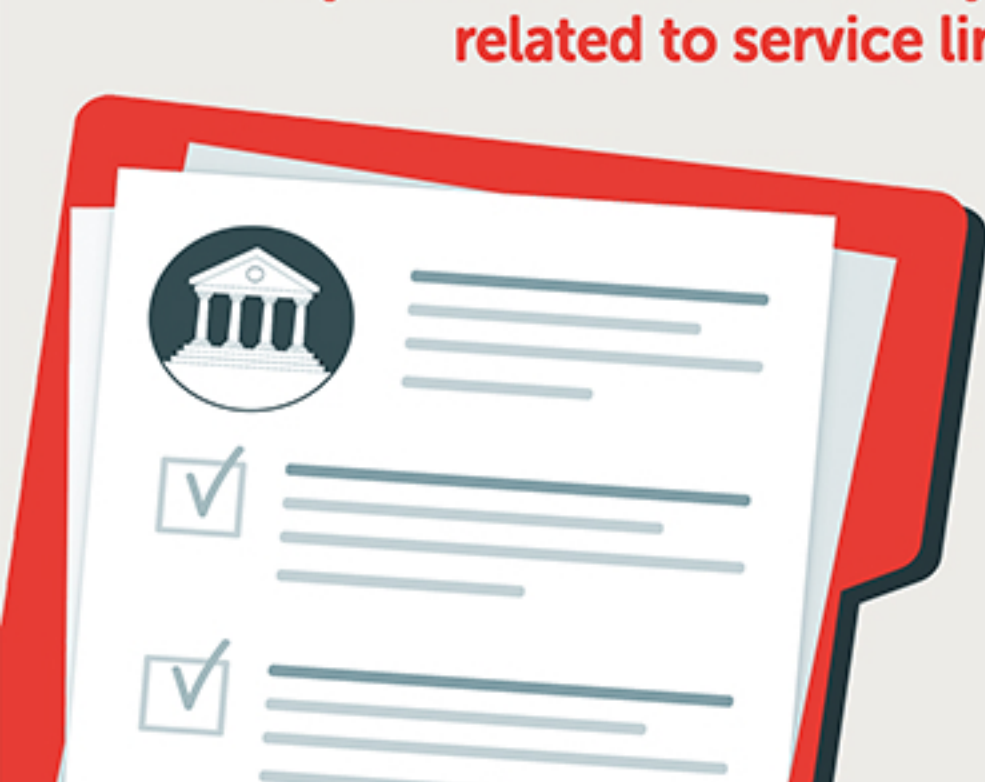
18%
think their **homeowners insurance** is responsible

11%
Not at all sure

50%
believe they are **not responsible** for water and sewer line damages on their property



Homeowners want the utility to explain their financial responsibility related to service lines



94%
AGREE

6%
DISAGREE

40% of Canadian homeowners have trouble finding a contractor. And when they do, many report having problems.

Contractor problems completing work

