

# **Energy and Smart Home**

**CONSUMER RESEARCH** 

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1Q 2017

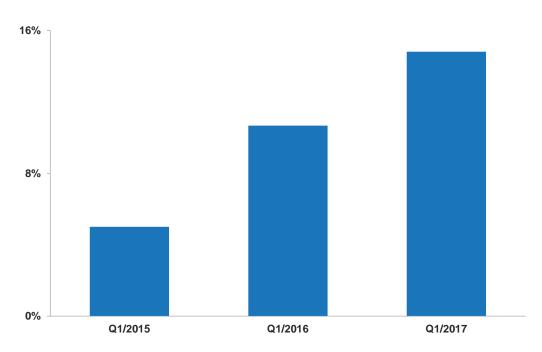
By Tom Kerber, Director of IoT Strategy; Yilan Jiang, Senior Research Manager; David Mitchel, Research Analyst; Katherine Li, Researcher; Patrice Samuels, Senior Analyst; and Brad Russell, Research Analyst, Parks Associates

## **SYNOPSIS**

This consumer research study surveyed more than 1,500 Canadian broadband households to assess awareness, demand, and adoption for smart home, energy management, security, and other IoT solutions. The research tracks the emergence of smart home households in Canada, and analysts compare 2017 results to data from past surveys, including 2016 data, to identify trends and changing attitudes among Canadian connected consumers.

# Overall Smart Home Device Ownership (2015-2017)

**Canadian Broadband Households** 



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## **Executive Summary**

- Industry Insight Smart Home
- · Key Findings & Market Impact

# **Home Security Services**

- · Home Security System Ownership (2016 2017)
- · Average Upfront Fee for Home Security System (2016 2017)
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- New Professionally Monitored HHs with Interactive Services and Home Control System (Q1/17)
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- Use of Professional Monitoring Service with Interactive or Home Control Feature by Provider Type (Q1/17)





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- Average Monthly Expenditure on Professional Monitoring Service by Provider Type (Q1/17)
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- · Net Promoter Score of Home Service Provider (Q1/17)

# **Smart Home Systems**

- · Home Control System Ownership (2016 2017)
- · Payment of Monthly or Annual Fees for a Home Control System (2016 2017)
- · Appeal of Smart Home Feature Integration for Home Entertainment Systems (Q1/17)
- · Embedded Controllers as a Desirable Purchase Feature for Smart TV Sets (Q1/17)

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- · Smart Devices: Familiarity, Perceived Value and Affordability (Q1/17)
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- Willingness to Share Device Data and Control with Energy Providers for Electricity Bill Discount (Q1/17)





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- · Willingness to Share Device Data for Home Insurance Discount (Q1/17)
- Attitudes on Data Sharing (Q1/17)
- · Trustworthiness of Company Types to Manage Personal Data (Q1/17)
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- Mitigation of Privacy/Security Concerns by Demographics (Q1/17)
- · Mitigation of Privacy/Security Concerns by Attitudes about Lifestyle and Technology (Q1/17)

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- Smart Home Segments (Q1/17)
- · Attitudinal Motivations by Smart Home Segment (Q1/17)
- Overall Smart Home Device Ownership by Smart Home Segment (Q1/17)
- Interactive Professional Monitoring Service Subscribers by Smart Home Segment (Q1/17)

## **Appendix**

# **ATTRIBUTES**

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