

Electric Circuit Customer Satisfaction Survey

Conducted on from november 17 to 28, 2014

1004 respondents / 3637 members

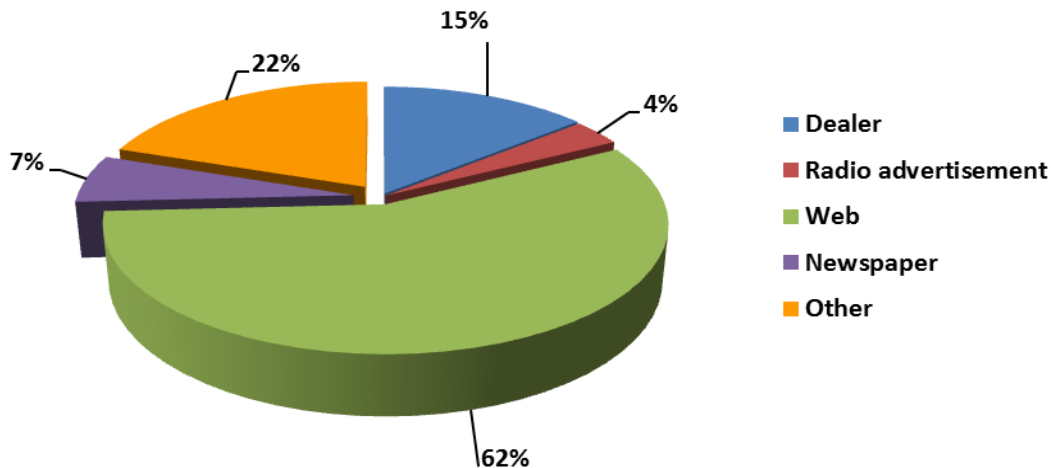
HIGHLIGHTS

- The vast majority of respondents appreciate the charging experience and find the Electric Circuit Web site easy to use.
- Almost half of the respondents want more service points and all along road corridors
- Satisfaction with the charging fee is well accepted, but there is still a concern about the pay-rate Focus groups will be held to better understand the concerns and satisfy all users.

QUESTIONS

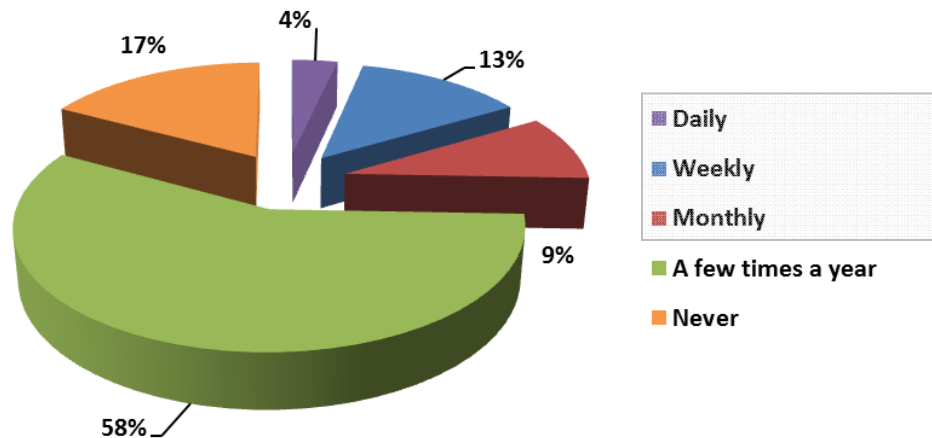
How did you hear about the Electric Circuit?

The majority of respondents (62%) said they heard about the Electric Circuit through the Web.



How often do you use the Electric Circuit's charging stations?

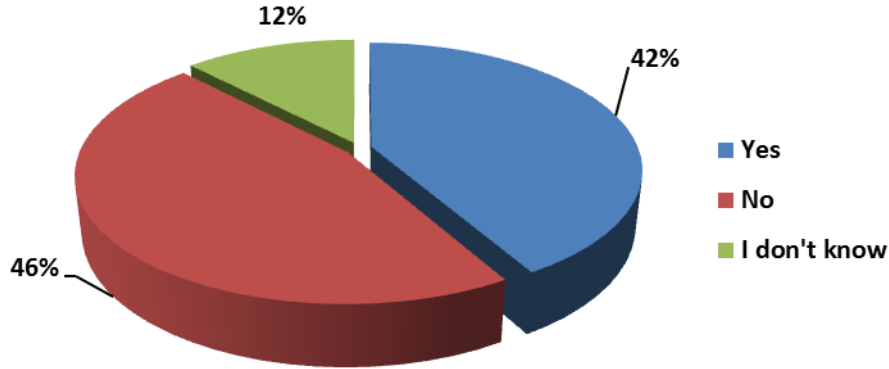
Over the half of respondents (58%) said they use the Electric Circuit stations a few times a year, as per the Electric Circuit's main mission of providing top-up charging. Over 20% said they use the charging stations on a regular basis.



QUICK-CHARGE STATION

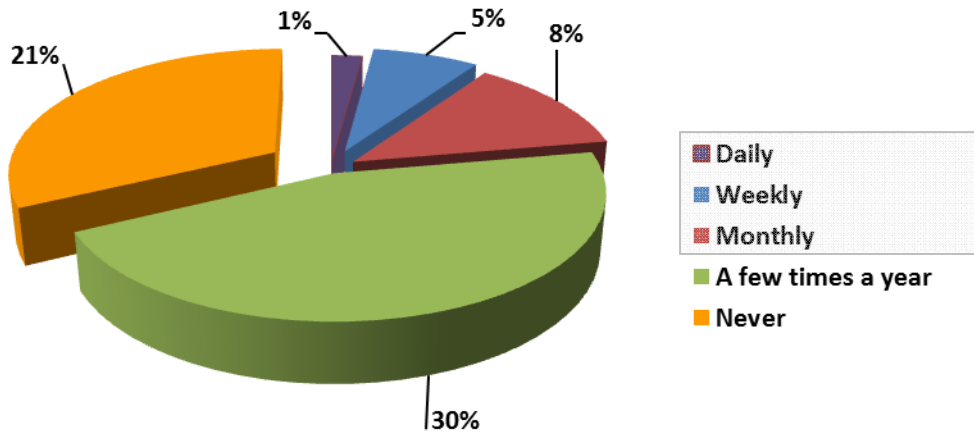
The Electric Circuit recently deployed 6 new DC fast-charging stations. Can your electric vehicle handle a 400-V charge?

Almost the majority of respondents (42%) can use the fast-charging stations. On the other half, 46% can't use them.



If so, do you plan on using fast charging?

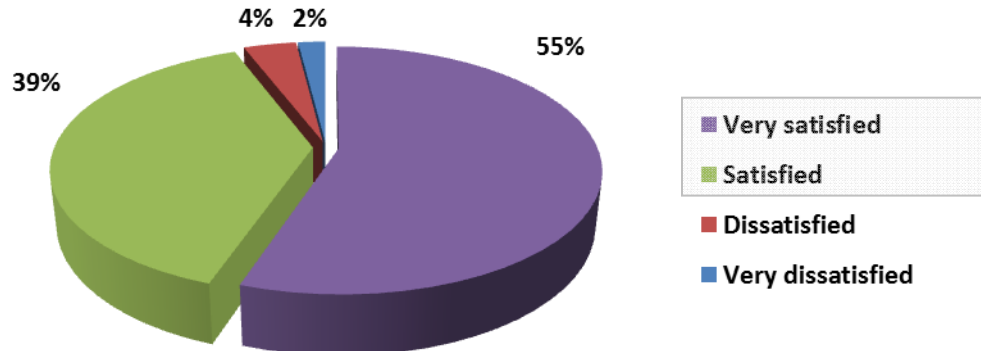
Of the 42% of respondents whose vehicles are quick-charge capable, nearly 15% plan to use the service regularly, while 21% said they would never use it. The respondents did not specify whether or not the quick-charge station was located in their area.



How would you rate the services offered by the Electric Circuit?

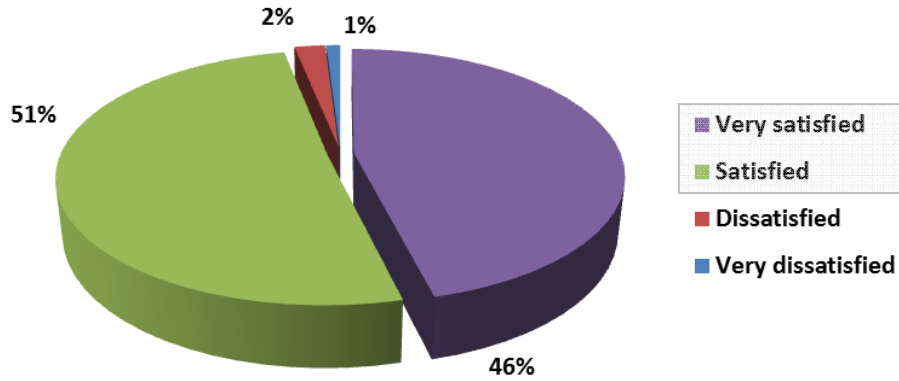
Ease of subscription

Over 94% of respondents said they were satisfied or very satisfied with the ease of subscription to the Electric Circuit.



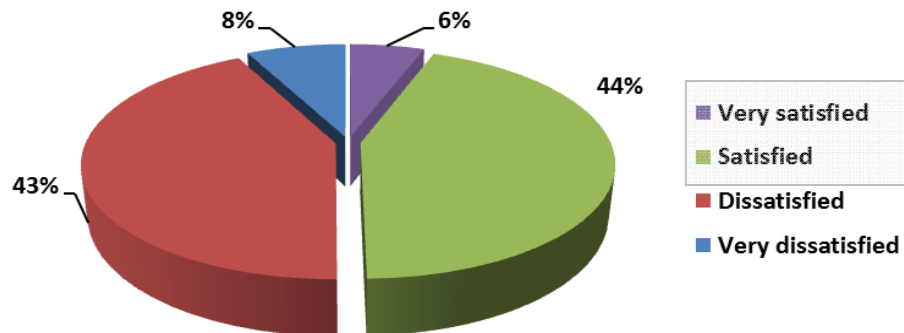
Web site user-friendliness

Nearly the totality of respondents (97%) said they were satisfied or very satisfied with the Web site's user-friendliness.



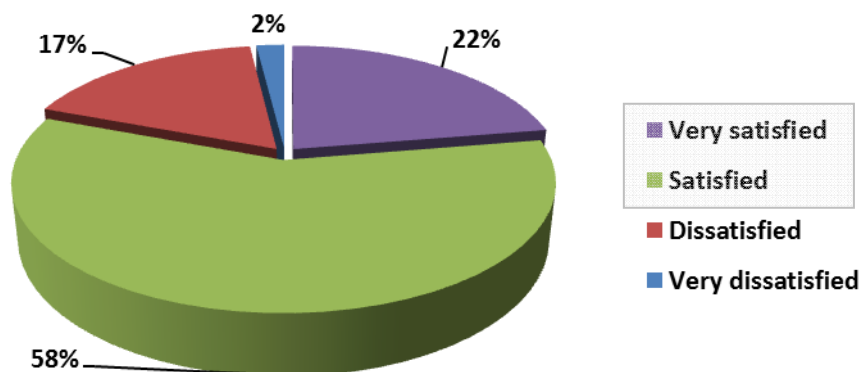
Geographic distribution of charging stations

User satisfaction with regard to geographical distribution is divided (43% dissatisfied against 44% satisfied). Based on the comments received, more service points are needed in all regions and mostly with fast-charge stations.



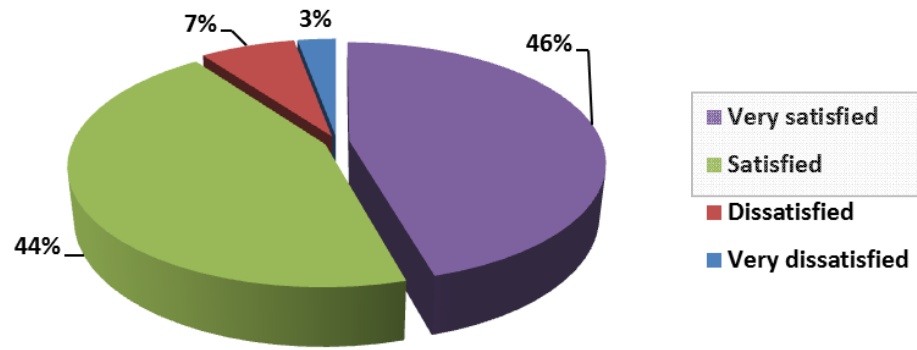
Ease in locating and accessing stations

Respondents said they were satisfied or very satisfied (80%) with the ease of locating and accessing charging stations.



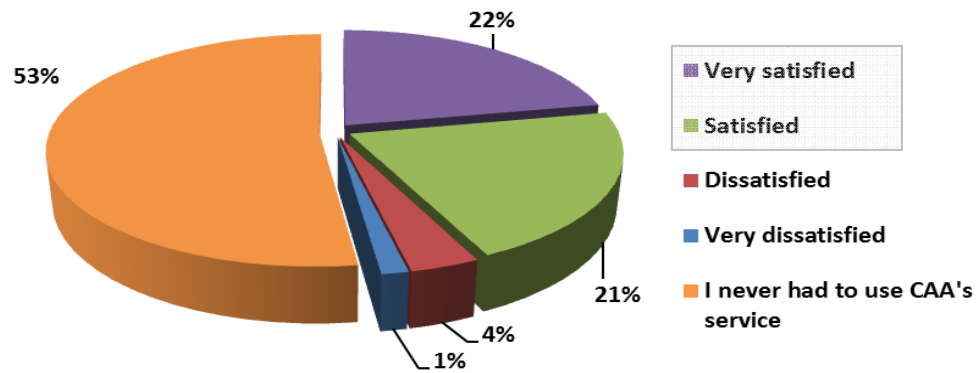
Charging experience

The charging station experience is very satisfied (90%) by the respondents.



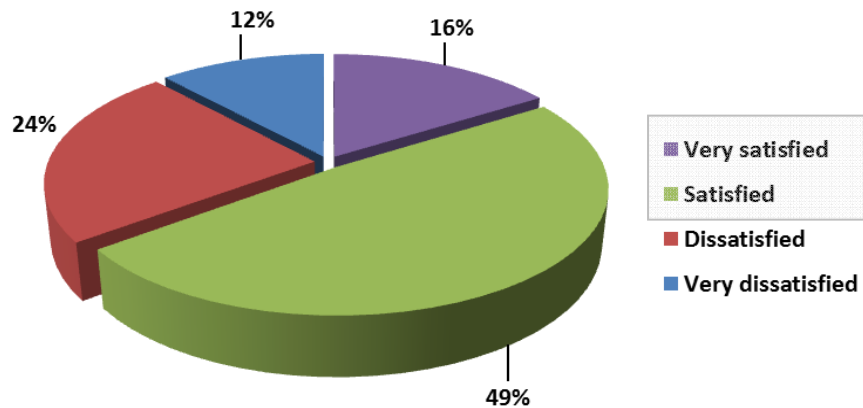
CAA Québec efficiency and courtesy

Over 50% (53%) of respondents said that they never had to call CAA for assistance. And almost the half (43%) who needed the service were satisfied with it.



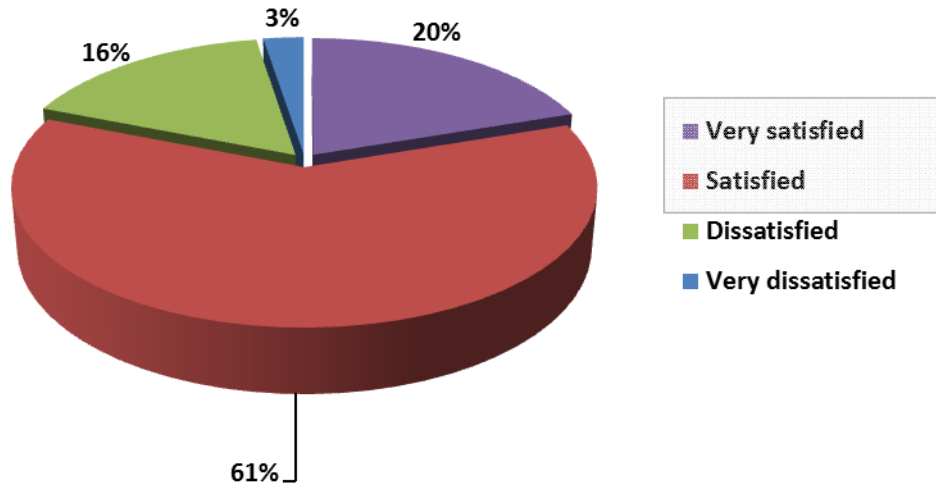
Fee

Satisfaction with the fee is well accepted (65%).



Overall satisfaction

The majority of respondents (81%) said they were satisfied or very satisfied with the Electric Circuit.



COMMENTS

Some 69 % of respondents expressed their views on three main topics

Fee

35% of respondents who commented requested a user-pay rate.

Location and fast-charge stations

32% of respondents who commented suggested new fast-charging stations locations in regions and cities, as well as different types of sites.

Corridors

12% of respondents who commented suggested new charging stations all along the road corridors

In collaboration with its partners, the Electric Circuit will analyze various forms of pricing in order to encourage charging station use and meet the expectations of all its users. The Electric Circuit will also pursue its deployment plan in 2015, which is to cover all the road routes of fast-charge stations. Deployment will be carried out in accordance with our partners' strategies and will take into account the suggestions made.

The Electric Circuit wishes to thank all survey respondents. Their valuable input will allow us to adjust our service offering with a view to continuous improvement.