

Electric Circuit Customer Satisfaction Survey

Conducted from December 5 to 12, 2013

367 respondents / 1425 members

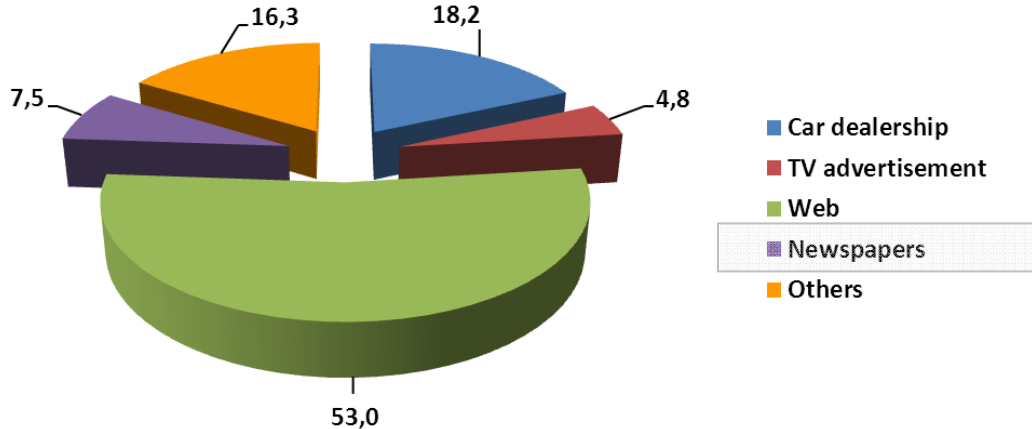
HIGHLIGHTS

- The vast majority of respondents appreciate the charging experience and find the Electric Circuit Web site easy to use.
- Half of the respondents want more service points.
- Satisfaction with the charging fee is mixed. Focus groups will be held to better understand the concerns and satisfy all users.

QUESTIONS

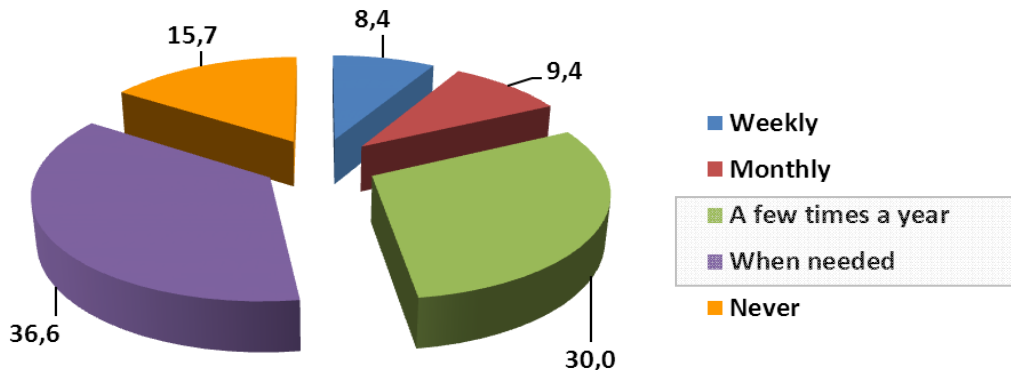
How did you hear about the Electric Circuit?

The majority of respondents (53%) said they heard about the Electric Circuit through the Web.



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

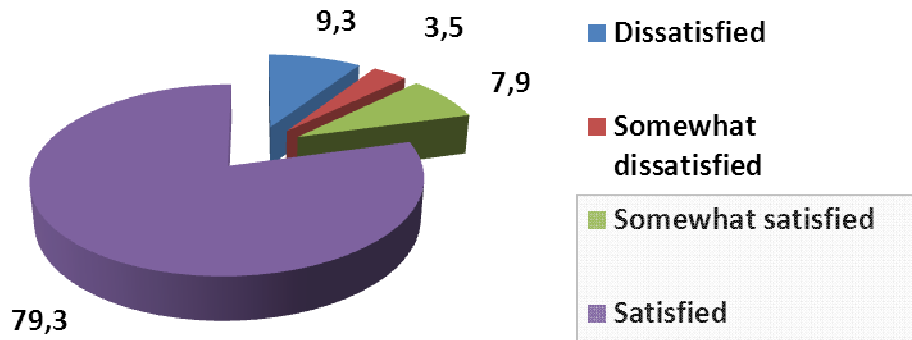
Over 65% of respondents said they use the Electric Circuit stations when needed, as per the Electric Circuit's main mission of providing top-up charging. Nearly 20% said they use the charging stations on a regular basis.



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

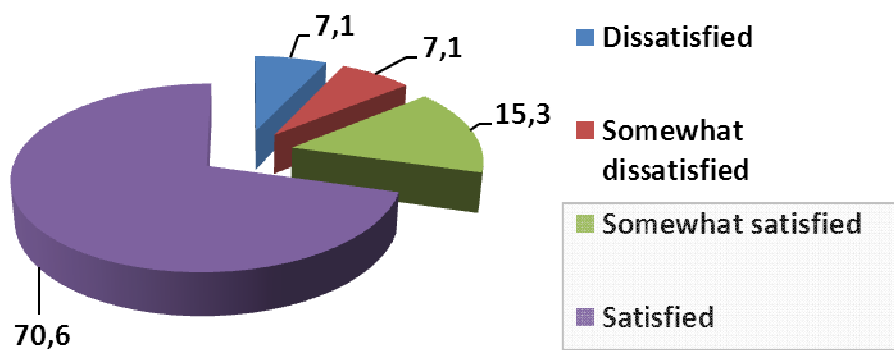
Ease of subscription

Over 87% of respondents (87.2%) said they were satisfied or somewhat satisfied with the ease of subscription to the Electric Circuit.



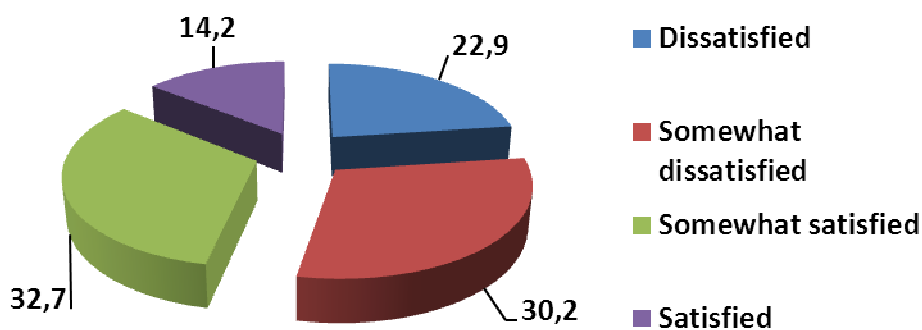
Web site user-friendliness

Nearly 86% (85.9%) of respondents said they were satisfied or somewhat satisfied with the Web site's user-friendliness.



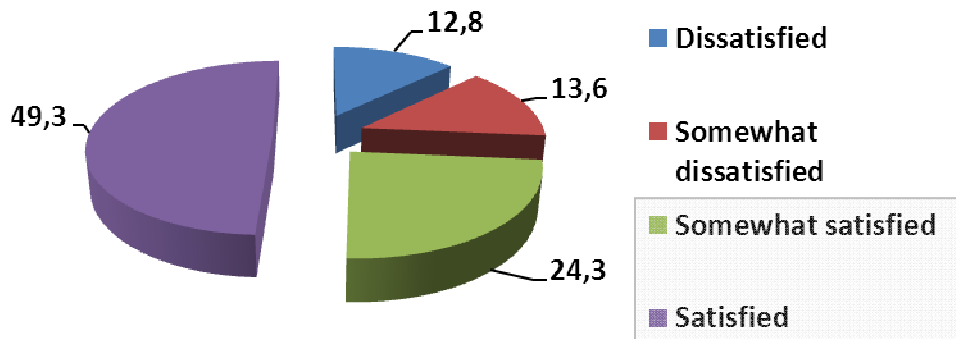
Geographic distribution of charging stations

User satisfaction with regard to geographical distribution is divided (53% dissatisfied against 47% satisfied). Based on the comments received, more service points are needed in all regions.



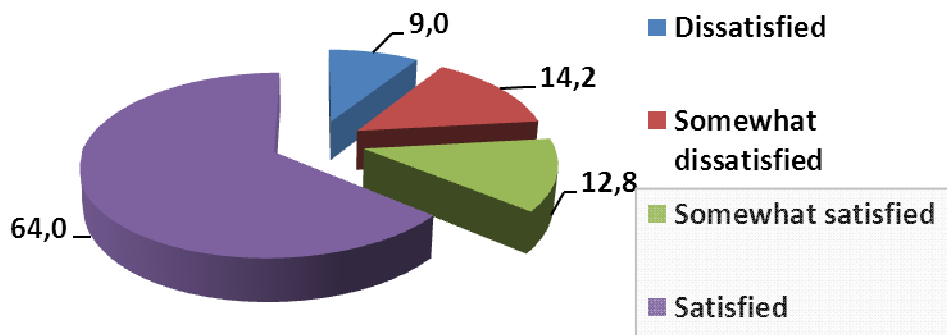
Ease in locating and accessing stations

Nearly 74% of respondents (73.6%) said they were satisfied or somewhat satisfied with the ease of locating and accessing charging stations.



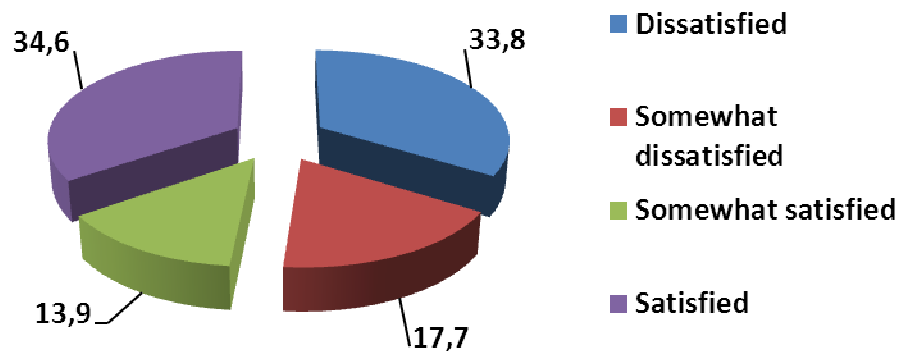
Charging experience

Nearly 77% of respondents (76.8%) said they were satisfied or somewhat satisfied with the charging station experience.



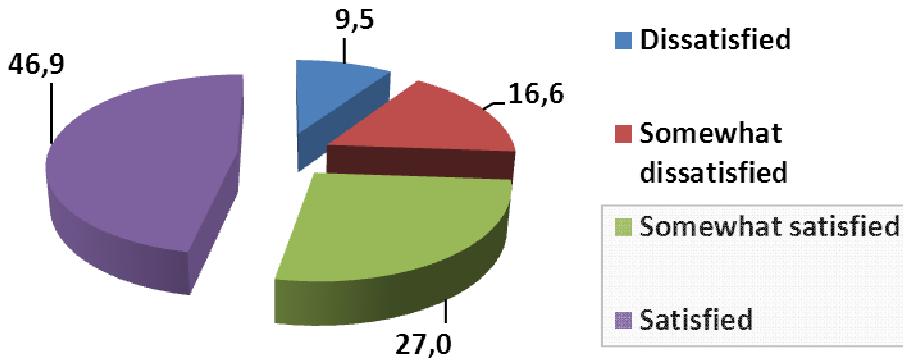
Fee

Satisfaction with the fee is mixed.



Overall satisfaction

Almost 74% (73.9%) said they were satisfied or somewhat satisfied with the Electric Circuit.

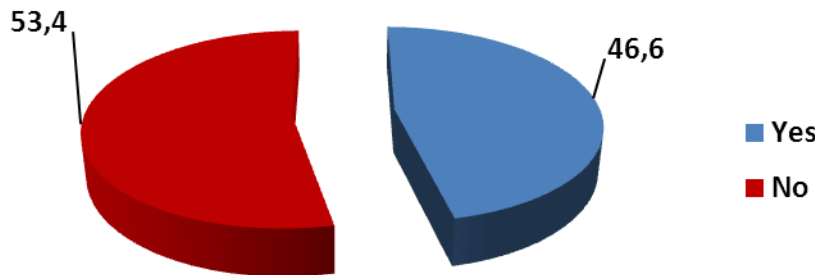


QUICK-CHARGE STATION



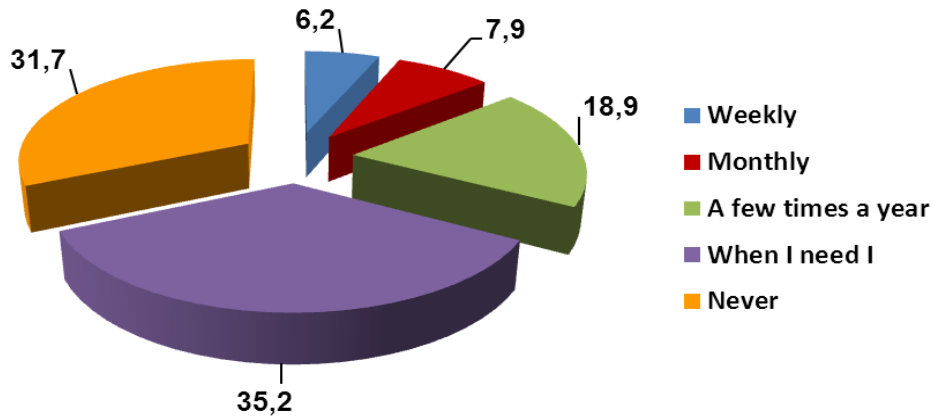
Since November 28, 2013, the Electric Circuit offers a quick-charge station at the St-Hubert restaurant in Boucherville. Do you own a quick-charge capable vehicle? (Nissan Leaf, Mitsubishi i-Miev)

Nearly 47% of respondents said their vehicle was quick-charge capable.



If so, do you plan on using the quick-charge station?

Of the 47% of respondents whose vehicles are quick-charge capable, nearly 15% plan to use the service regularly, while 32% said they would never use it. The respondents did not specify whether or not the quick-charge station was located in their area.



COMMENTS

Some 78 % of respondents expressed their views on three main topics

Fee

31% of respondents who commented requested a user-pay rate.

Location suggestions

20% of respondents who commented suggested new charging station locations in regions and cities, as well as different types of sites.

Quick-charge stations

18% of respondents who commented requested more fast-charge stations.

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 2014 - including 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.