



CUSTOMER SATISFACTION SURVEY

2015

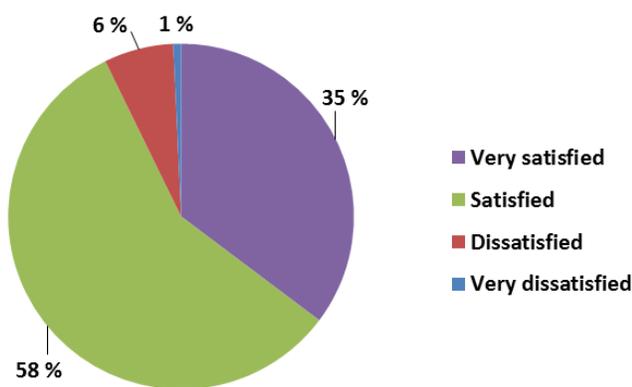
HIGHLIGHTS

- The vast majority of respondents appreciate the charging experience and find the Electric Circuit Web site and mobile app easy to use.
- Almost half of the respondents want more fast-charge stations all along road corridors and in urban centres.
- Satisfaction regarding charging rates is high (72%). However, several respondents requested an hourly rate, which was implemented on February 1, 2016. A per kWh rate was also requested, but that possibility is not legal.

Conducted from November 30 to December 7, 2015 and answered by 1522 of 6284 members of the Electric Circuit

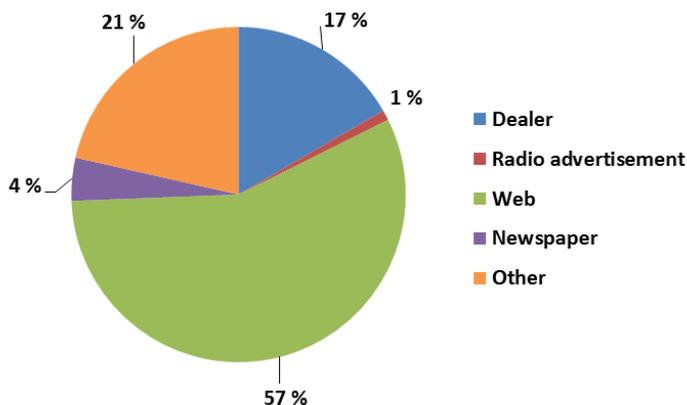
OVERALL SATISFACTION

Overall satisfaction of the Electric Circuit increased from 81% in 2014 to 93% in 2015.



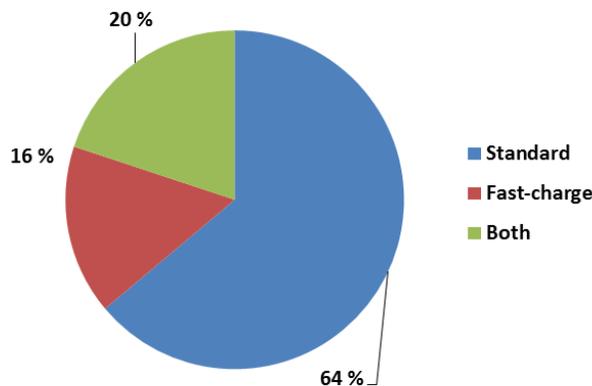
How did you hear about the Electric Circuit?

The majority of respondents (57%) said they heard about the Electric Circuit through the Web.



What type of Electric Circuit charging station do you use most often?

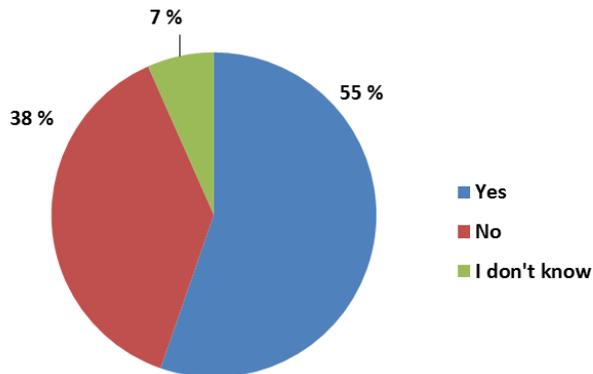
More than half of the respondents (64%) said they mostly use 240-V charging stations, which is in line with the number of charging stations of that type in the network as well as with the high proportion of plug-in hybrids (PHEVs) in Québec. PHEVs can only be charged at 240-V charging stations. As for fast-charging stations, 20% of respondents said they use them.



FAST-CHARGE STATIONS

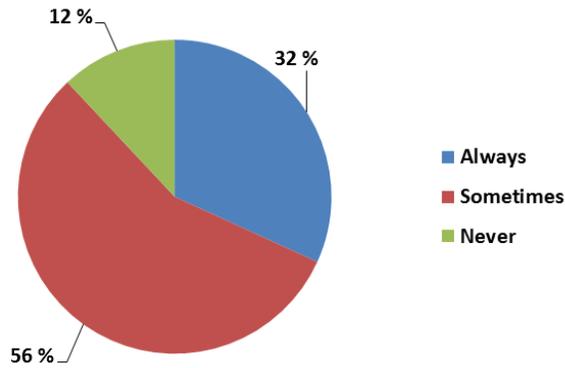
The Electric Circuit has about 20 fast-charge stations. Can your electric vehicle handle a 400-V charge?

Over half of the respondents (55%) can use the fast-charging stations, which is a significant improvement compared with 2014 (42%). However, 38% cannot use them.



If so, while you are charging your vehicle, do you spend money at businesses near the fast-charge station?

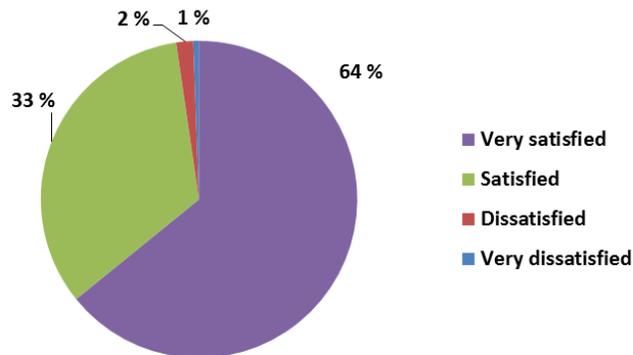
Among the 55% of respondents who can charge their vehicles at fast-charge stations, most of them (88%) say they spend money while charging their vehicle, and 32% say they always do.



HOW WOULD YOU RATE THE SERVICES OFFERED BY THE ELECTRIC CIRCUIT?

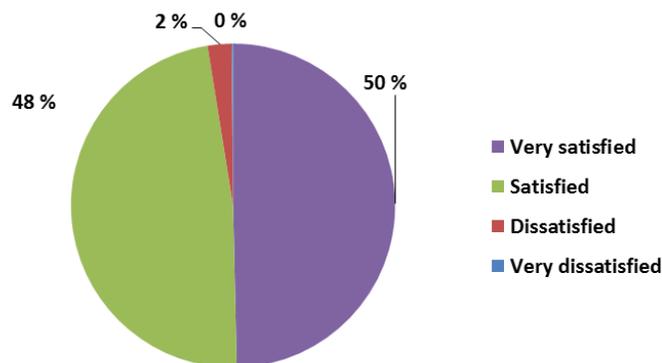
Ease of subscription

Over 97% of respondents said they were satisfied or very satisfied with the ease of subscription to the Electric Circuit.



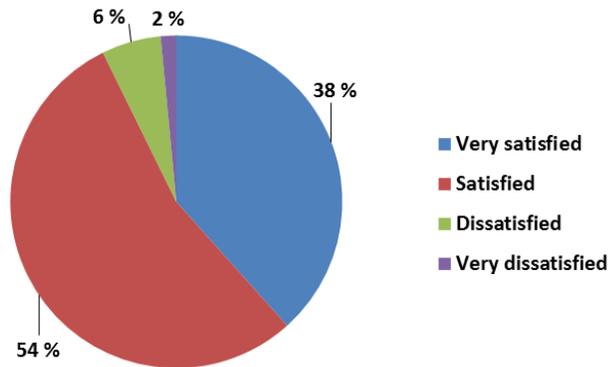
Web site user-friendliness

Nearly all respondents (98%) said they were satisfied or very satisfied with the Web site's user-friendliness.



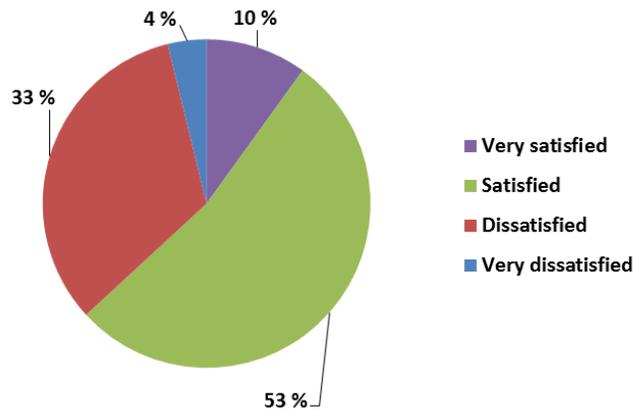
User-friendliness of the mobile app

The vast majority of respondents (92%) said they were satisfied or very satisfied with the user-friendliness of the mobile app.



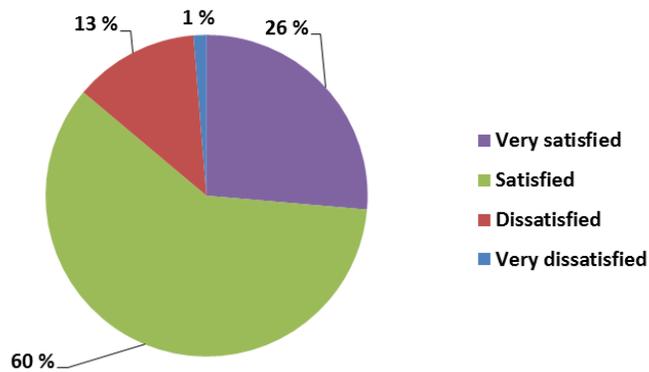
Geographic distribution of charging stations

User satisfaction with regard to geographical distribution is fairly high (53%) compared with last year when it was somewhat divided (43% were dissatisfied and 44% were satisfied). Based on the comments received, more fast-charge stations are needed in all regions and in Montréal.



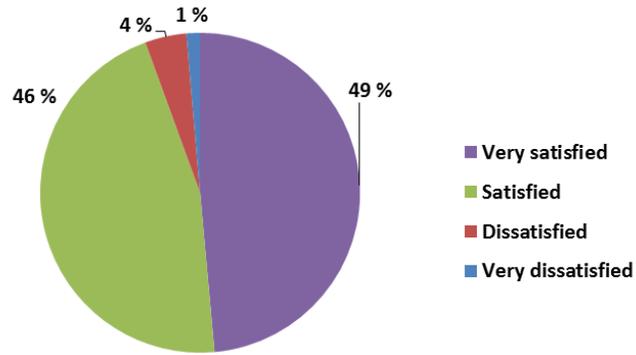
Ease in locating and accessing stations

Respondents said they were satisfied or very satisfied (86%) with the ease of locating and accessing charging stations.



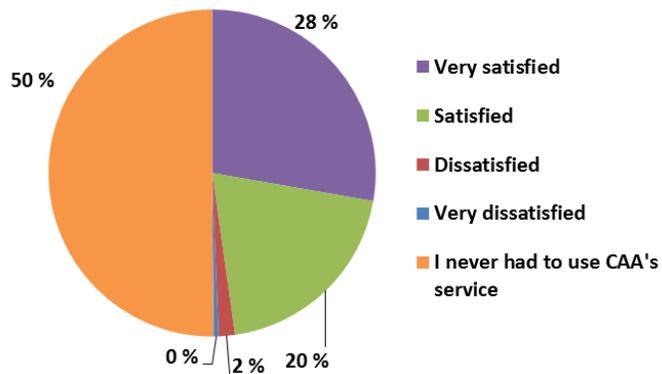
Charging experience

The vast majority of respondents (95%) are very satisfied with their charging station experience.



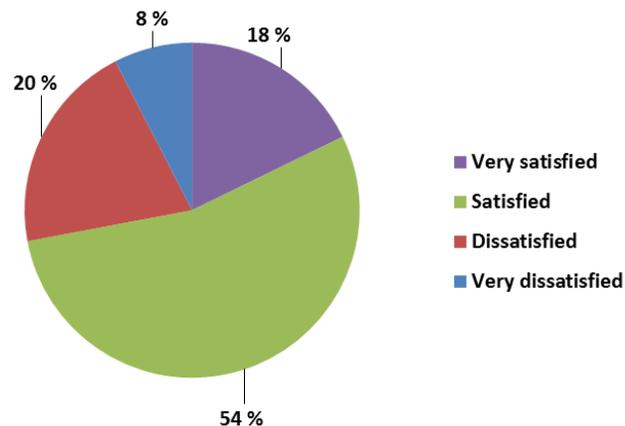
CAA Québec efficiency and courtesy

Half of respondents (50%) said that they never had to call CAA for assistance. And virtually all (96%) who needed the service were satisfied with it.



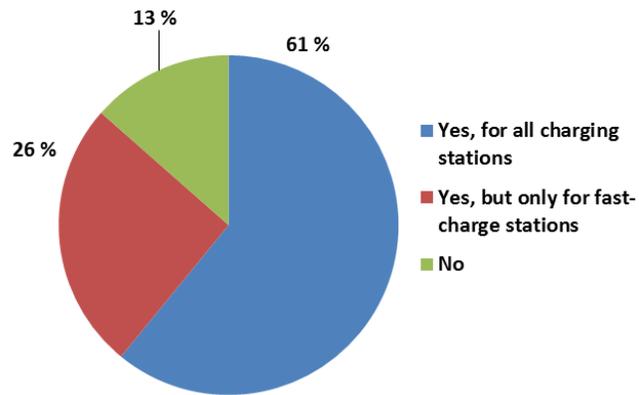
Fee

The satisfaction rate regarding the fees increased from 65% in 2014 to 72%.



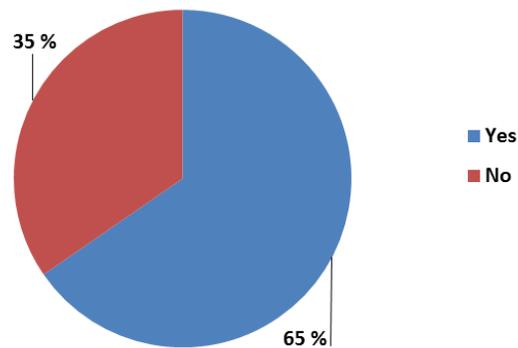
Would you like to be notified when a new charging station is commissioned?

The vast majority of respondents (87%) would like to be notified when a new charging station is commissioned.



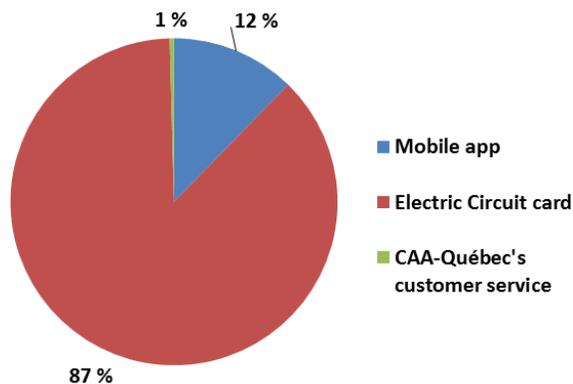
Would you like to be notified if a fast-charge station is out of service?

Most respondents (67%) would like to be notified when a fast-charge station is out of service.



When you begin a charge, do you use the mobile app, the Electric Circuit card or CAA-Québec's customer service?

The vast majority of respondents (87%) use the Electric Circuit card to start their charge compared with 12% who use the mobile app.



Some 53% of respondents expressed their views on two main topics.

Fee

Most of the comments were related to wanting the rate to change to \$1/hr for the 240 v charging stations and a rate per kWh for all stations..

Introduction of fast-charge stations

Over half of respondents showed their interest in seeing more fast-charge stations along road corridors and in urban centres.

In collaboration with its partners, the Electric Circuit met its users' expectations by offering the hourly rate of \$1/hr in addition to the flat fee of \$2.50 per charge. The network will continue to deploy fast-charging stations on all road corridors during the year. The objective is to have 60 fast-charge stations in service by December 31, 2016. 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.