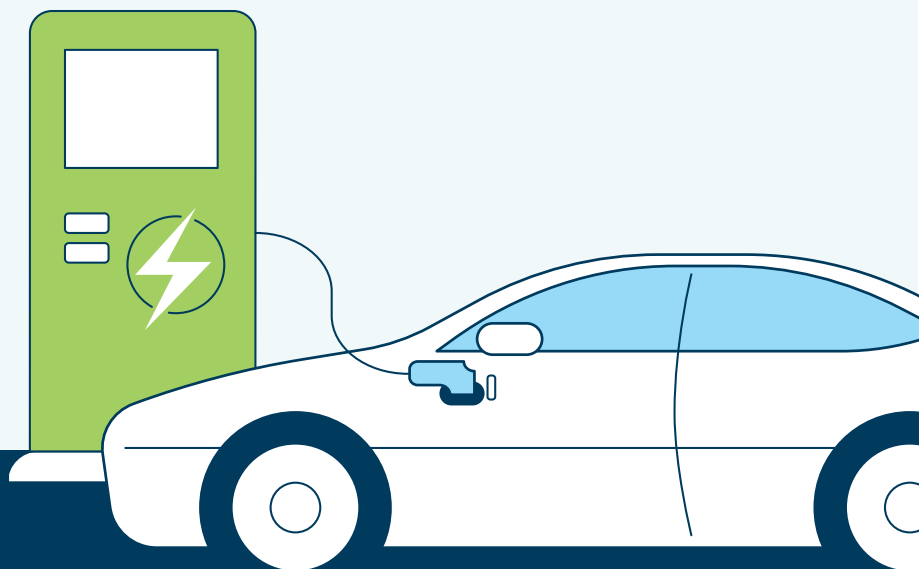


USER GUIDE FOR PUBLIC CHARGING STATIONS

FOR ELECTRIC VEHICLES



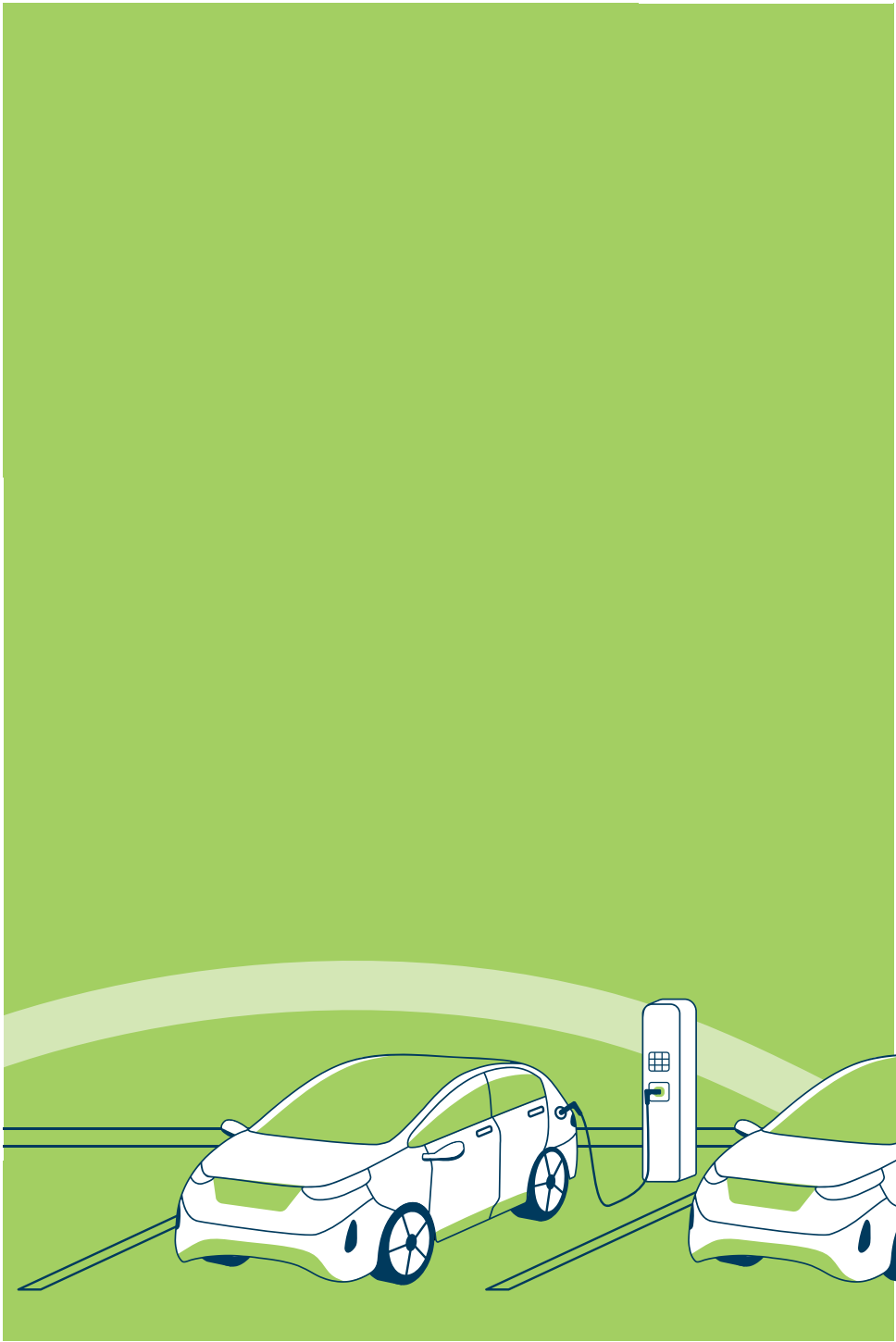


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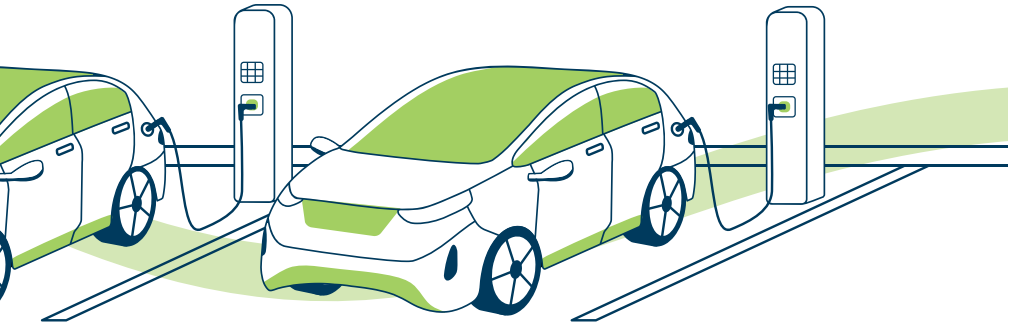
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List of public charging stations in the City of Pointe-Claire

Electric vehicle owners will have access to chargers at four (4) private charging stations located in the following municipal parking lots:

Bob-Birnie Arena (58 Maywood Avenue)

Six (6) Level 2 chargers (7.2 kW), \$1 per hour

Central Library (100 Douglas-Shand Avenue)

Four (4) Level 2 chargers (7.2 kW), \$1 per hour

Edgewater Park

(246 Bord-du-Lac-Lakeshore Road)

Six (6) Level 2 chargers (7.2 kW), \$1 per hour

Olive-Urquhart Sports Centre (230 Brunswick Boulevard)

Six (6) Level 2 chargers (7.2 kW), \$1 per hour

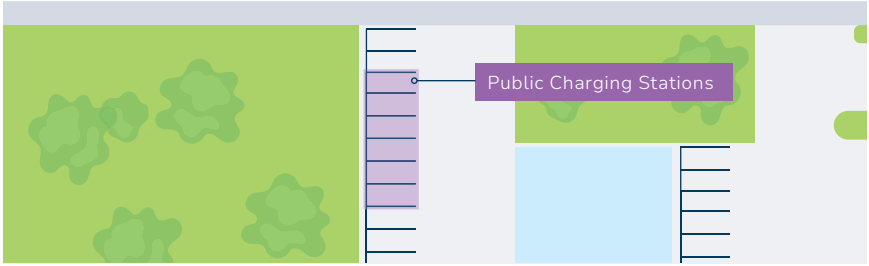


The charging station fee is \$1 per hour for a maximum duration of 3 hours.

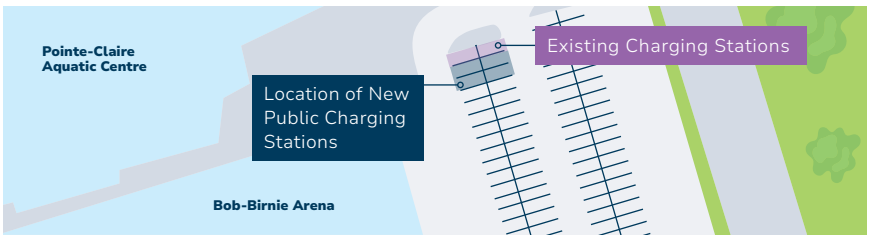
Any electric vehicle owner exceeding the time limit is subject to a fine issued by the Inspection – Public Security Department.



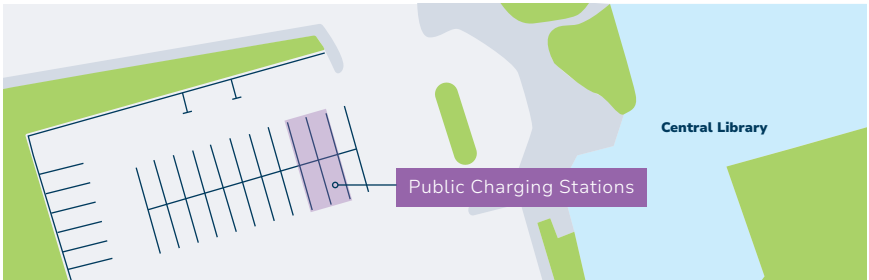
Edgewater Park Parking Lot



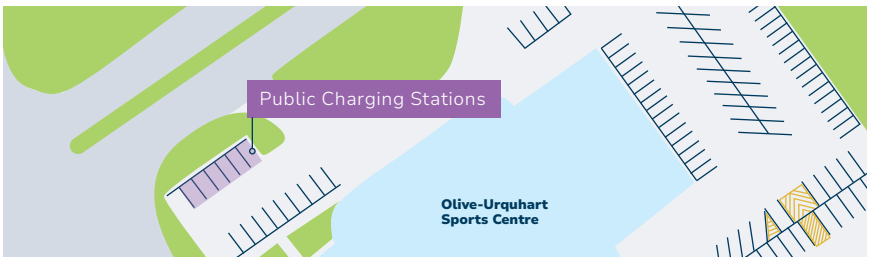
Bob-Birnie Arena and Pointe-Claire Aquatic Centre Parking Lot



Central Library Parking Lot



Olive-Urquhart Sports Centre Parking Lot



Instructions for using charging stations

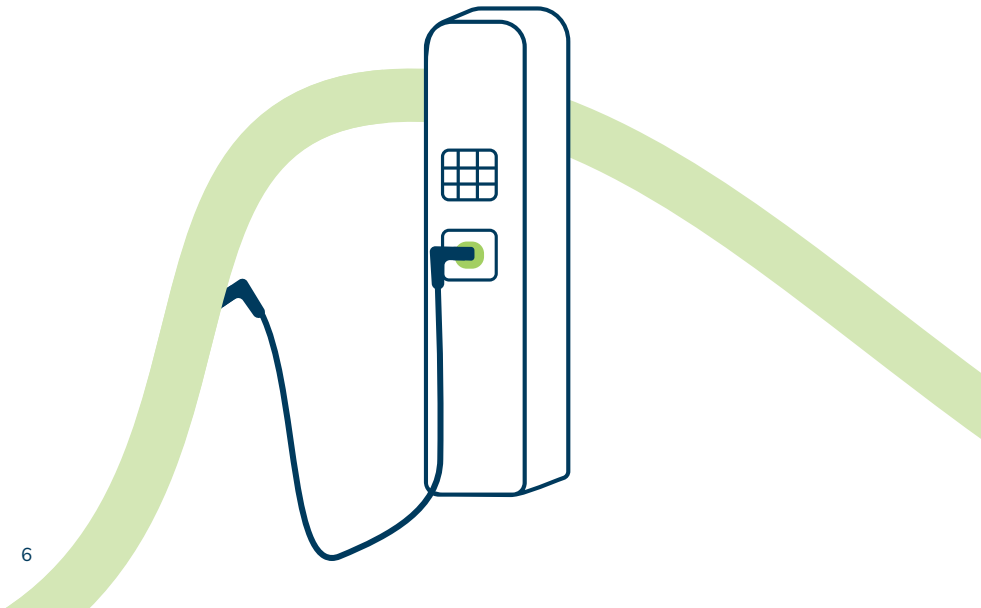
Download the Electric Circuit mobile application by Hydro-Québec

Go to <https://lecircuitelectrique.com/en/> or download the application from the App Store (Apple) or Google Play.

Create an account

Follow the steps to create your personal account.

Please note that if you do not have a smartphone, you can use your Electric Circuit member card. To find out how to obtain a member card, please refer to the *Electric Circuit member card* section on page 10.



Here are the steps to follow:

- Once logged into your app, you will have access to a map of available stations near your current location.
- Click on the station where you wish to charge your vehicle.
- To start the charging process, click on the desired station or enter the station number in the charging bar located on the app's home page.
- Follow the on-screen instructions to start charging. You can also add this charging station to your favourites for quick access, avoiding the need to enter the station's number for every usage.





Use the mobile application or swipe your access card on the charging station reader. Instructions will appear on the screen. Once authentication has been successfully completed, the door will unlock automatically.



Lift the door and remove the connector from the charging station.



Plug the connector into your car's socket.



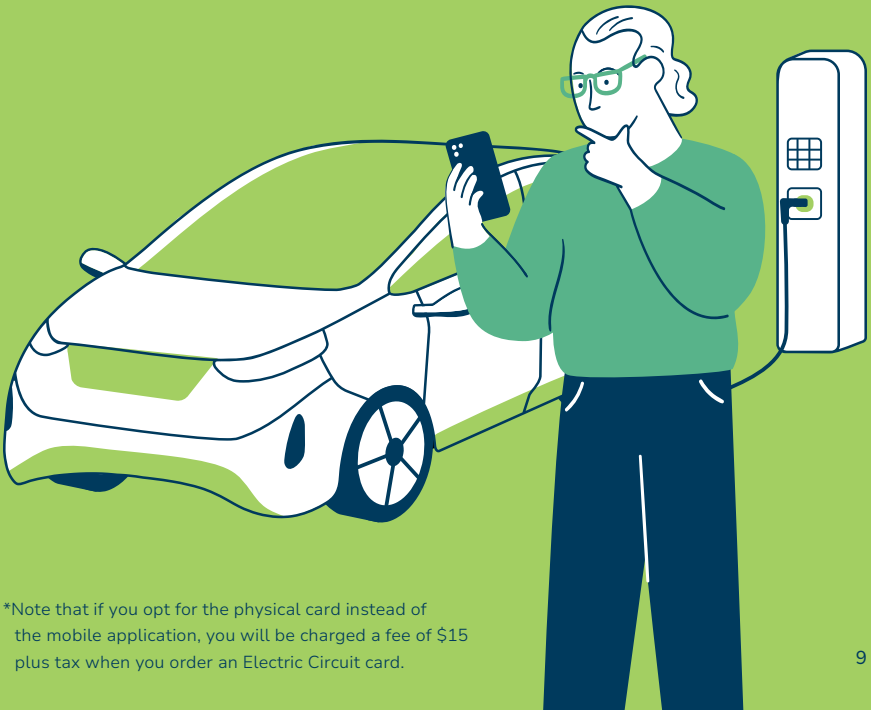
Once charging is complete, disconnect the connector from the vehicle.

Carefully wrap the cable around the bracket, place the connector back in its housing, and close the charging station door to complete the transaction.

Payment methods

Users of public charging stations can access the charging service for their vehicle by obtaining an Electric Circuit member card through the mobile application or the Electric Circuit website. Payment can also be made directly from the mobile app.

Electric Circuit offers an automatic payment option so that users never run out of funds while charging their vehicle. To activate this feature, open the Electric Circuit app, select the “Account” icon, then click on “Automatic payments.” Activate the feature and select the amount that will automatically be added to your account when your balance falls below \$10.



*Note that if you opt for the physical card instead of the mobile application, you will be charged a fee of \$15 plus tax when you order an Electric Circuit card.

Electric Circuit member card

There are two ways to order an Electric Circuit member card:

Via the Electric Circuit mobile app:

- Sign in;
- Select Account > Member card > Order a member card, then follow the on-screen instructions.



On the Electric Circuit website:

- Click on the My Account tab and sign in;
- Click on Member card > Order a card, then follow the on-screen instructions.



You should receive your card in the mail within 10 business days, but additional delays may occur.

The Electric Circuit member card allows you to start charging your vehicle at Electric Circuit charging stations and at certain partner network stations (FLO and eCharge Network).

Your card will already be activated and associated with your account when you receive it, and will use the funds found in your account. Make sure you have added funds to your account to be able to start a charging session.

Benefits of the Electric Circuit member card



It is recommended that all members obtain a card to complement the mobile application. The card offers the following advantages:

- Enables charging in cases of poor cellular reception or network issues.
- Allows charging when your phone's battery is dead or the mobile application is inaccessible.
- Supports charging at certain stations with an unknown status due to network communication loss.

Instructions for reporting a faulty charging station

If you have any operating problems, call the phone number on the electric charging station to reach the 24/7 helpline.

