



Cabinet
Office

Electric Vehicle Purchase Incentive User Survey Results

September – October 2024

Table of Contents

Introduction	3
Executive Summary	3
EV's for Personal Use	4
Overall Experience	4
Experience Purchasing an EV	4
Servicing/Repairing an EV	5
Home and Public Charging of an EV and the Associated Costs	5
Off-Island EV Usage	7
EV's for Business Use in Jersey	7
Overall Experience	7
Experience Purchasing an EV	8
Servicing/Repairing an EV	8
Charging an EV and Associated Costs	8
Off-Island EV Usage	9
Conclusion	9
Appendix 1.....	11
Responses related to EVs for personal use.....	11
Responses related to EVs for Business use	24

Introduction

Transport remains the largest source (45%) of greenhouse gas emissions in Jersey. To combat this, the Government of Jersey launched the Electric Vehicle Purchase Incentive (EVPI) to speed up Jersey's transition to electric vehicles by bringing down an EVs cost to be closer to petrol or diesel vehicles. Applicants to the incentive could receive up to £3,500 towards the purchase of a new or used electric vehicle. A total of 1,210 incentives were allocated to Islanders and businesses since its start in August 2023 and end in mid-December 2024.

A survey was sent out in September 2024 to those who participated in the EVPI and after running for one month the survey received a total of 381 responses, 350 from personal EV use and 31 from business EV use.

The following report details the various data and information received from the survey. The full survey data can be found in 'Appendix 1'.

Executive Summary

- 1) The majority of respondents stated that they were strongly satisfied with their overall experience of owning and using an EV.
- 2) 91% of respondents purchased an EV for personal use, and for 80% of them, it was their first EV.
- 3) 80% of buyers found local retailers helpful and knowledgeable.
- 4) 76% of respondents using their EV for personal use reported that charging an EV is significantly cheaper than fuelling a petrol or diesel vehicle.
- 5) 88% of personal use EV respondents own their property and have private parking for their EV.
- 6) Home charging is the preferred charging method among respondents.
- 7) Only 85 respondents had taken their EV off-Island. These respondents mostly reported having no issues in taking their EV off-Island.
- 8) Many respondents who had taken their EV off-island noted that there was lots of availability of EV charging stations in both France and England.
- 9) Out of the 232 respondents who had taken advantage of public charging stations in Jersey, of those 70% stated they were either very easy or easy to use. Some had noted that the Evolve charging network was excellent, easy to use and enjoyed the reduced rate when charging over-night. A few respondents report challenges such as the need for more rapid charging stations in high-traffic areas such as St. Helier and being able to use the charging stations without a mobile phone.

- 10) Among business EV owners, 77% of survey respondents stated the cost of charging their EV was significantly lower than fuelling a petrol or diesel vehicle.

EV's for Personal Use

Overall Experience

Most respondents were very satisfied with using and owning an EV in Jersey. 92% of respondents ranked their experience 8 out of 10 or above, 10 being 'strongly satisfied', with less than 5% of respondents being strongly dissatisfied with their experience of owning an EV. Likewise, 87% of respondents rated the driving range between 8 out of 10 or above. The full survey data can be found in 'Appendix 1'.

Experience Purchasing an EV

91% of respondents purchased an EV for **personal use**, and **80%** of respondents noted that the EV they purchased was their **first time owning an EV**.

Purchasing from an EV from a Retailer

Most respondents had positive experiences with local retailers when they purchased their EV, with 80% finding them both helpful and knowledgeable. However, a smaller group, around 18%, felt that retailers were helpful, but they could not always answer all their questions on EVs. In terms of negative experiences, only a minimal percentage, less than 1%, felt that retailers were knowledgeable but more focused on selling fossil fuel cars, and just 0.6% felt discouraged from purchasing an EV.

"Our experience with an EV has been great so far and the deal we received as part of the EV purchase was really excellent."

Cost of Purchasing an EV

Some respondents found that due to Jersey being the perfect location to own an EV due to the range potential, it makes the upfront cost of the EV more worthwhile. A few respondents noted that local retailers included the government grant in the final price, which made the EV appear more expensive compared to the UK.

Knowledge and Customer Service

The level of retailer knowledge and customer service was overall a positive experience. Some customers expressed a desire to have for more guidance from the retailer on

charging, including home installation costs and the availability of charging stations both locally and internationally.

Servicing/Repairing an EV

Many of the EV owners who responded to the survey had yet to take their vehicle in for service/repairs, with the majority citing reasons such as the vehicle being too new or not yet reaching its service interval.

While the majority of respondents that had a service or repair carried out are satisfied with their EV servicing experiences in Jersey, some respondents are concerned about the limited options available in Jersey for repairs and maintenance servicing of their EVs.

A few owners who had taken their EV in for servicing/repairs mentioned that their service and/or repairs were covered under warranty, which helped to alleviate some of the cost of the repair. However, a few respondents did report some challenges, such as long wait times for repairs, expensive service costs, difficulties in obtaining parts, and multiple visits needed to address issues. Additionally, in a few cases, the absence of local service centres created additional hurdles for some respondents as it forced owners to travel or ship their vehicles to the UK for servicing. On a positive note, a few owners shared their satisfaction with prompt service, free servicing that was included in their purchase deal, as well as overall positive experiences with their service providers.

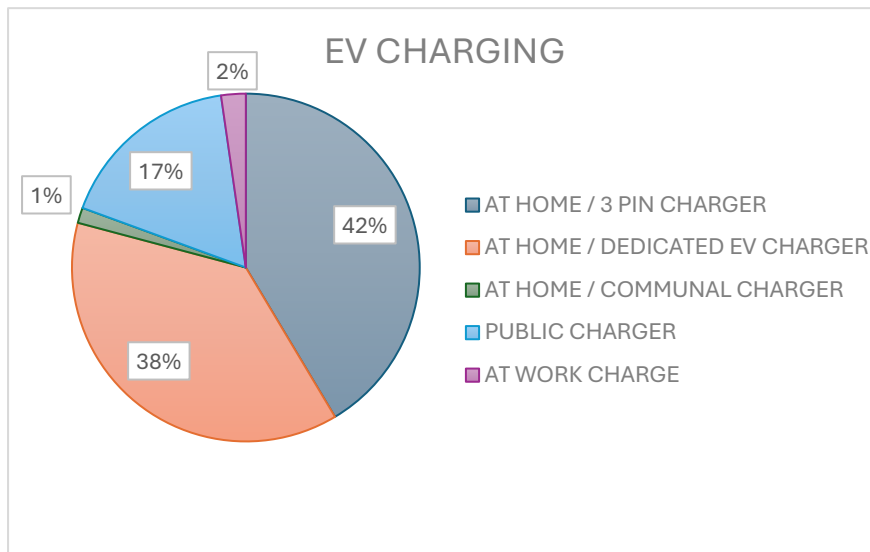
Home and Public Charging of an EV and the Associated Costs

The average frequency of charging for the respondents is approximately **1.2 times per week**.

76% of respondents said that the cost of charging their EV is significantly lower than fuelling a petrol or diesel vehicle.

Furthermore, **61% of respondents were strongly satisfied with their EVs range when driving in Jersey.**

90% of respondents live in a semi-detached, detached, terraced house or bungalow. With 88% of respondents owning their property and having access to private parking,



and only 10% of respondents renting their property with access to private parking. Over 280 respondents stated that they primarily charged their EV at home. This is largely due to the convenience, cost-effectiveness, and ease of having a home charger readily available. The

majority of respondents make use of a 3-pin charger at home, with the dedicated EV charger at home being the second most popular way to charge an EV.

Almost 59% of respondents charge their EV one or two times per week. The majority of respondents found their use of public chargers positive with 70% percent of respondents, that had used public chargers, describing them as very easy or easy to use and access. There were some EV users who mentioned various challenges they've faced with public chargers in Jersey, such as incompatibility with their specific EV, higher costs compared to home charging, and technical issues with apps and payment systems. For some, having dedicated home chargers, including solar-powered options, further reduced their reliance on public charging infrastructure. Home charging remains the preferred and primary method for most respondents of the survey.

Regarding public EV charging stations in Jersey, several key issues were raised. A re-occurring theme was the shortage of charging stations, particularly in less central locations such as rural areas and quieter zones like the Island's East and West sides. Some respondents called for an increase in both the number of stations and the availability of fast and rapid chargers, particularly in areas like St. Helier and public car parks outside of town. In addition to the lack of infrastructure, parking issues were also prevalent. Respondents voiced frustration over non-EV vehicles occupying charging spaces, making it difficult for EV owners to access chargers. Some noted that car parks are often overcrowded, and spots were sometimes occupied even after EVs have fully charged. A few also pointed out that the charging spaces are often too small, making it tricky to park.

In terms of convenience and accessibility, some respondents feedback that the

“We have found that an EV car is ideal for Jersey with short but regular journeys. We can easily charge overnight on an ordinary plug and the ability to use off peak electricity rates is good.”

charging process was complex and found it confusing to navigate, especially with the need for apps, fobs, or additional equipment. The challenges of using multiple apps to access different chargers also surfaced frequently. Additionally, some chargers were noted as

being out of order or located in areas that are inaccessible during the night, when lower, off-peak rates would apply.

While some respondents have not needed to rely on public chargers due to their home setups, they acknowledged the importance of expanding the infrastructure for those who do. Many suggested that improvements could be made by providing clearer signage, expanding availability in larger car parks or long-stay locations, and integrating incentives such as cheaper charging rates.

Off-Island EV Usage

Only 85 respondents had taken their EV off island at the time the survey was completed and stated that they experienced no issues with taking their EV off island. Moreover, respondents who had taken their EV off island noted that the charging network available abroad was plentiful and easy to use. Only 14 of those respondents experienced difficulties such as having to wait a long time to access or use a charger, having to wait a long time to charge or difficulties finding a public charger.

Most of the respondents who took their EVs off-Island travelled to France and England.

EV's for Business Use in Jersey

Overall Experience

There were 31 respondents who purchased an EV for business use at the time of this survey. Of those responses, 14 were strong satisfied with their overall experience of owning and using an EV and 17 were satisfied with their experience, there were no respondents who felt dissatisfied with their experience. The full survey data can be found in 'Appendix 1'.

Experience Purchasing an EV

Many respondents who use their EV for business use noted that the vehicle they purchased was through the Government of Jersey's Electric Vehicle Purchase Incentive was their business' first ever EV.

Purchasing from an EV from a Retailer

Overall, respondents found customer service to be professional and helpful in applying for the EV grant. However, it was noted that key details, such as towing capacity, charging options, long-term cost savings, and extended service intervals, were sometimes overlooked when retailers provided information about the EVs.

"I have no regrets about switching to an EV. Jersey is the perfect place for EVs because you never need to worry about range and there are plenty of public charge points. It is more difficult when travelling abroad, but there are some great apps that can be downloaded to make sure that you can always find a charge point."

Servicing/Repairing an EV

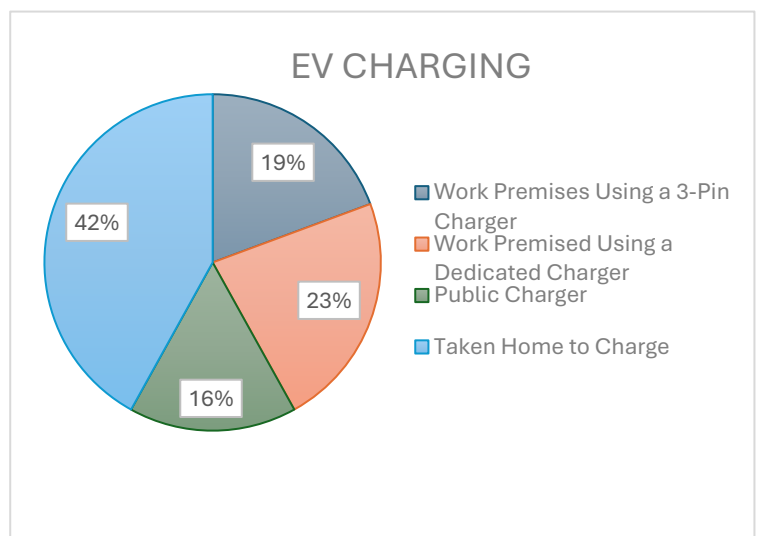
Many respondents who use their EV for business use have not yet needed to service or repair the EV as of when they responded to the survey. The respondents that have carried out service(s) or repairs noted that the maintenance was carried out at a reasonable cost.

Charging an EV and Associated Costs

42 % of respondents stated that they primarily charged their Business EV at home and an equal amount primarily charged their EV at work.

Half of survey respondents charge their EV **1-2 times per week** and 26% of the respondents charge their EV daily. **74% of respondents said that the cost of charging their EV is significantly lower than fuelling a petrol or diesel vehicle.**

Most respondents in the survey expressed that public chargers were



only utilised once or twice a year for their business EV, largely due to the convenience of using a dedicated charger at work or at home.

Some of the respondents that had used public chargers indicated their concerns about the availability of public chargers, noting that as more EVs are purchased, it will become increasingly difficult to access chargers, especially during peak times like after work. A few of these respondents highlighted the lack of chargers in their local areas, and some expressed uncertainty about charging duration and the rules about moving the car once charging is complete.

The majority of respondents took their business EVs home to charge or used a dedicated charger while on work premises.

Off-Island EV Usage

A large majority of the business EV respondents (84%) never took the EV off-Island at the time of the survey. For those respondents that had taken their EV off-Island, the majority travelled to France and England. For one respondent who did take their EV off-Island a difficulty was noted of finding help with a mechanical problem while off-Island.

Conclusion

381 recipients responded to the survey. 91% of respondents purchased an EV for personal use, and for 80% of them, it was their first EV.

For personal EV users, the experience of owning an EV has been generally favourable with the majority stating that they were strongly satisfied with their overall experience of owning and using an EV. They were also very satisfied with the driving range in Jersey and stated that it was much cheaper to charge their EV compared to fuelling a vehicle.

"I am not sure I would ever go back to an ICE car in Jersey. The Island is perfect for EVs!"

The EV purchasing experience is also mostly positive with buyers finding local retailers helpful and knowledgeable. In terms of servicing and repairs the experience has also mostly been positive despite some EV owners have encountered issues like long wait times, high costs, and limited local repair options. Most

respondents had not yet needed extensive servicing.

Home charging is the most preferred method noting that most of the respondents own their own property and they typically charge their EV approximately 1-2 times per week. In terms of public charging general feedback for improvements was to have more public charging stations, particularly in more rural areas of the Island. Additionally, some



concerns about the availability and functionality of public chargers were highlighted, with calls for expansion and improved access. However, of those that had used the public charging stations in Jersey, most stated they were either very easy or easy to use.

For business EV owners, the experience has also been largely positive, with many being satisfied with the cost-effectiveness of charging. However, like personal EV owners, there are concerns about availability of public charging stations and taking EVs off-Island, particularly regarding repairs abroad.



Only 85 respondents had taken their EV off-Island, and they mostly reported having no issues in doing so. They also noted that there was lots of availability of EV charging stations in both France and England.

Overall, while the transition to EVs in Jersey is gaining momentum, further improvements in infrastructure, and maintenance are needed to fully support the growth of this shift to support Jersey's transition to electric vehicles.





Appendix 1









Did you purchase the EV for personal use or business use?				
Answer Choices			Response Percent	Response Total
1	Personal		91.86%	350
2	Business		8.14%	31
			answered	381
			skipped	0

Responses related to EVs for personal use







Is the vehicle you purchased with a Government of Jersey's Electric Vehicle (EV) Purchase Incentive your first ever EV?				
Answer Choices			Response Percent	Response Total
1	Yes		80.00%	280
2	No		20.00%	70
			answered	350
			skipped	31







Which of the following statements best describes your experience of buying an EV through a local retailer? If you approached different retailers, choose the option that best describes your general experience of engaging with local retailers. You can provide further details about engaging with retailers in the comment box:






Answer Choices			Response Percent	Response Total
1	I would describe retailers as helpful and knowledgeable about Electric Vehicles.		80.00%	280
2	I would describe retailers as helpful, but they could not always answer my questions about Electric Vehicles.		18.57%	65
3	Retailers were knowledgeable about Electric Vehicles but more interested in selling me a fossil fuel vehicle.		0.86%	3
4	I was generally discouraged from purchasing an EV.		0.57%	2
			answered	350
			skipped	31








On a scale of 1-10, how satisfied are you with your EV's range when driving in Jersey? 1 = Strongly Dissatisfied 10 = Strongly Satisfied				
Answer Choices			Response Percent	Response Total
1	1		1.71%	6
2	2		0.00%	0
3	3		0.29%	1
4	4		0.00%	0
5	5		2.57%	9
6	6		3.14%	11
7	7		5.71%	20
8	8		14.00%	49
9	9		11.14%	39
10	10		61.43%	215
			answered	350
			skipped	31


How would you describe your experience of taking your EV for servicing or specific repairs in Jersey?









Answer Choices			Response Percent	Response Total
1	Any service and/or repair was promptly carried out at a reasonable cost.		16.86%	59
2	Any service and/or repair was promptly carried out, but the price was too high.		2.00%	7
3	I experienced delays, but the cost was reasonable (you can enter the cause of the delay in the box below).		1.71%	6
4	I experienced delays, and the price was too high (you can enter the cause of the delay in the box below).		2.57%	9
5	I have never needed a service or repair for my EV.		59.14%	207
6	Other (please specify):		17.71%	62
			answered	350
			skipped	31

What type of property do you live in?				
Answer Choices			Response Percent	Response Total
1	Semi-detached, detached, terraced house or bungalow		90.57%	317
2	Flat or maisonette		9.43%	33
3	Bedsit		0.00%	0
			answered	350
			skipped	31
Which of the following statements best describes your living arrangements?				
Answer Choices			Response Percent	Response Total
1	I own my property and have private parking		88.86%	311
2	I own my property but don't have private parking		0.86%	3
3	I rent where I live and have access to private parking		10.00%	35
4	I rent where I live but don't have access to private parking		0.29%	1
			answered	350
			skipped	31







How do you primarily charge your EV?				
Answer Choices			Response Percent	Response Total
1	I charge at home using a 3 pin plug.		41.43%	145
2	I charge at home using a dedicated EV charger.		37.71%	132
3	I charge at home using a shared / communal charging facility.		1.43%	5
4	I charge at work.		2.29%	8
5	I use public chargers (e.g. on-[redacted], in car parks, or at shops like supermarkets).		17.14%	60
			answered	350
			skipped	31

How frequently do you charge your EV?				
Answer Choices			Response Percent	Response Total
1	Daily or more		2.86%	10
2	At least 3 times a week		8.29%	29
3	Once or twice a week		29.43%	103
4	Weekly		28.57%	100
5	Fortnightly (every two weeks)		17.71%	62
6	Monthly		6.86%	24
7	Other (please specify):		6.29%	22
			answered	350
			skipped	31




How would you describe the cost of charging your EV?				
Answer Choices			Response Percent	Response Total
1	The cost of charging my EV is significantly lower than my experience of fuelling a petrol or diesel vehicle.		76.86%	269
2	The cost of charging my EV is slightly lower than my experience of fuelling a petrol or diesel vehicle.		10.29%	36
3	The cost of charging my EV is the same as my experience of fuelling a petrol or diesel vehicle.		0.86%	3
4	The cost of charging my EV is slightly higher than my experience of fuelling a petrol or diesel vehicle.		0.29%	1
5	The cost of charging my EV is significantly higher than my experience of fuelling a petrol or diesel vehicle.		0.00%	0
6	I have no experience of how much it costs to fuel a petrol or diesel vehicle.		0.00%	0
7	I don't know how much it costs to charge my EV.		11.71%	41
			answered	350
			skipped	31






How often do you use public chargers? (e.g. on-[redacted], in car parks)				
Answer Choices			Response Percent	Response Total
1	Daily or more		0.00%	0
2	At least 3 times a week		0.57%	2
3	Once or twice a week		8.57%	30
4	Weekly		5.71%	20
5	Fortnightly (every two weeks)		8.29%	29
6	Monthly		10.29%	36
7	Once or twice a year		12.29%	43
8	Less than that or never (please give a reason in the comment box)		14.00%	49
9	Other (please specify):		40.29%	141
			answered	350
			skipped	31







How easy is it for you to access and use a public charger if/when you need to?

Answer Choices			Response Percent	Response Total
1	Very easy		21.14%	74
2	Easy		25.43%	89
3	Neither easy nor difficult		13.43%	47
4	Difficult		4.29%	15
5	Very difficult		2.00%	7
6	I don't know, as I've never used one		33.71%	118
			answered	350
			skipped	31










Which of the following statements best describes your experience of taking your EV off-island (e.g., to the UK or France)?

Answer Choices			Response Percent	Response Total
1	I have never taken my EV off-island.		75.71%	265
2	I have taken my EV off-island and I had no issues.		20.29%	71
3	I have taken my EV off-island and I experienced difficulties in doing this.		4.00%	14
			answered	350
			skipped	31



What are the difficulties you've experienced taking your EV off-island? (Tick any which apply)				
Answer Choices			Response Percent	Response Total
1	Difficulty finding a public charger.		50.00%	7
2	The battery running out due to a lack of available chargers.		14.29%	2
3	Having to wait a long time while charging.		28.57%	4
4	Having to wait a long time to access/use a charger.		35.71%	5
5	Struggling to get help with a mechanical problem.		0.00%	0
6	Other (please specify):		57.14%	8
			answered	14
			skipped	367

Which of these places have you taken your EV to?				
Answer Choices			Response Percent	Response Total
1	England		45.88%	39
2	Wales		3.53%	3
3	Scotland		5.88%	5
4	France		67.06%	57
5	Channel Islands (excluding Jersey)		5.88%	5
6	Other (please specify):		7.06%	6
			answered	85
			skipped	296




How satisfied are you with your overall experience of owning and using your EV? On a scale of 1-10 where 1 = Strongly Dissatisfied and 10 = Strongly Satisfied







Answer Choices			Response Percent	Response Total
1	1		1.14%	4
2	2		0.00%	0
3	3		0.86%	3
4	4		0.57%	2
5	5		1.14%	4
6	6		0.86%	3
7	7		3.71%	13
8	8		15.14%	53
9	9		18.86%	66
10	10		57.71%	202
			answered	350
			skipped	31






Responses related to EVs for Business use





Is the vehicle you purchased with a Government of Jersey's Electric Vehicle (EV) Purchase Incentive your business' first ever EV?				
Answer Choices			Response Percent	Response Total
1	Yes		83.87%	26
2	No		16.13%	5
			answered	31
			skipped	350





Which of the following statements best describes your experience of buying an EV through a local retailer? If you approached different retailers, choose the option that best describes your general experience of engaging with local retailers. You can provide further details about engaging with retailers in the comment box:





Answer Choices			Response Percent	Response Total
1	I would describe retailers as helpful and knowledgeable about Electric Vehicles.		70.97%	22
2	I would describe retailers as helpful, but they could not always answer my questions about Electric Vehicles.		25.81%	8
3	Retailers were knowledgeable about Electric Vehicles, but more interested in selling me a fossil fuel vehicle.		3.23%	1
4	I was generally discouraged from purchasing an EV.		0.00%	0
			answered	31
			skipped	350










On a scale of 1-10, how satisfied are you with the EV's range when driving in Jersey? 1 = Strongly Dissatisfied 10 = Strongly Satisfied				
Answer Choices			Response Percent	Response Total
1	1		3.23%	1
2	2		0.00%	0
3	3		0.00%	0
4	4		0.00%	0
5	5		0.00%	0
6	6		9.68%	3
7	7		9.68%	3
8	8		19.35%	6
9	9		6.45%	2
10	10		51.61%	16
			answered	31
			skipped	350









How would you describe your experience of taking the EV for servicing or specific repairs in Jersey?				
Answer Choices			Response Percent	Response Total
1	Any service and/or repair was promptly carried out at a reasonable cost.		32.26%	10
2	Any service and/or repair was promptly carried out, but the price was too high.		9.68%	3
3	I experienced delays, but the cost was reasonable (you can enter the cause of the delay in the box below).		3.23%	1
4	I experienced delays, and the price was too high (you can enter the cause of the delay in the box below).		0.00%	0
5	I have never needed a service or repair for the EV.		38.71%	12
6	Other (please specify):		16.13%	5
			answered	31
			skipped	350

How is the EV primarily charged?				
Answer Choices			Response Percent	Response Total
1	It is charged at the work premises using a 3 pin plug		19.35%	6
2	It is charged at the work premises using a dedicated charger		22.58%	7
3	It is charged using public chargers (e.g. on-[redacted], in car parks, or at shops like supermarkets)		16.13%	5
4	Member(s) of staff take it home and charge it at home		41.94%	13
			answered	31
			skipped	350



How frequently is the EV charged?				
Answer Choices			Response Percent	Response Total
1	Daily or more		25.81%	8
2	At least 3 times a week		19.35%	6
3	Once or twice a week		32.26%	10
4	Weekly		22.58%	7
5	Fortnightly (every two weeks)		0.00%	0
6	Monthly		0.00%	0
7	Other (please specify):		0.00%	0
			answered	31
			skipped	350





How would you describe the cost of charging the EV?				
Answer Choices			Response Percent	Response Total
1	The cost of charging the EV is significantly lower than my experience of fuelling a petrol or diesel vehicle.		74.19%	23
2	The cost of charging the EV is slightly lower than my experience of fuelling a petrol or diesel vehicle.		9.68%	3
3	The cost of charging the EV is the same as my experience of fuelling a petrol or diesel vehicle.		3.23%	1
4	The cost of charging the EV is slightly higher than my experience of fuelling a petrol or diesel vehicle.		0.00%	0
5	The cost of charging the EV is significantly higher than my experience of fuelling a petrol or diesel vehicle.		0.00%	0
6	I have no experience of how much it costs to fuel a petrol or diesel vehicle.		0.00%	0
7	I don't know how much it costs to charge the EV.		12.90%	4
			answered	31
			skipped	350

How often is the EV charged using public chargers? (e.g. on-[redacted], in car parks)				
Answer Choices			Response Percent	Response Total
1	Daily or more		6.45%	2
2	At least 3 times a week		6.45%	2
3	Once or twice a week		6.45%	2
4	Weekly		12.90%	4
5	Fortnightly (every two weeks)		6.45%	2
6	Monthly		3.23%	1
7	Once or twice a year		32.26%	10
8	Less than that or never (please give a reason in the comment box)		3.23%	1
9	Other (please specify):		22.58%	7
			answered	31
			skipped	350

How easy is it to access and use a public charger if/when needed?				
Answer Choices			Response Percent	Response Total
1	Very easy		16.13%	5
2	Easy		29.03%	9
3	Neither easy nor difficult		29.03%	9
4	Difficult		6.45%	2
5	Very difficult		0.00%	0
6	I don't know		19.35%	6
			answered	31
			skipped	350
Which of the following statements best describes your experience of taking the EV off-island (e.g., to the UK or France)?				
Answer Choices			Response Percent	Response Total
1	I have never taken the EV off-island.		83.87%	26
2	I have taken the EV off-island and I had no issues.		12.90%	4
3	I have taken the EV off-island and I experienced difficulties in doing this.		3.23%	1
			answered	31
			skipped	350

What are the difficulties you've experienced taking the EV off-island? (Tick any which apply)				
Answer Choices			Response Percent	Response Total
1	Difficulty finding a public charger.		0.00%	0
2	The battery running out due to a lack of available chargers.		0.00%	0
3	Having to wait a long time while charging.		0.00%	0
4	Having to wait a long time to access/use a charger.		0.00%	0
5	Struggling to get help with a mechanical problem.		100.00%	1
6	Other (please specify):		0.00%	0
			answered	1
			skipped	380

Which of these places have you taken the EV to?				
Answer Choices			Response Percent	Response Total
1	England		40.00%	2
2	Wales		0.00%	0
3	Scotland		0.00%	0
4	France		100.00%	5
5	Channel Islands (excluding Jersey)		0.00%	0
6	Other (please specify):		0.00%	0
			answered	5
			skipped	376

How satisfied is your business with the overall experience of owning and using the EV? 1 = Strongly Dissatisfied 10 = Strongly Satisfied				
Answer Choices			Response Percent	Response Total
1	1		0.00%	0
2	2		0.00%	0
3	3		0.00%	0
4	4		0.00%	0
5	5		0.00%	0
6	6		0.00%	0
7	7		3.23%	1
8	8		29.03%	9
9	9		22.58%	7
10	10		45.16%	14
			answered	31
			skipped	350