

## **Cenovus Energy Inc.**

comments: Cenovus Energy Inc. is a leading integrated oil company headquartered in Calgary, Alberta. Our operations include our growing enhanced oil projects and established natural gas and crude oil production in Alberta and Saskatchewan. We also have ownership interest in two high-quality refineries in Illinois and Texas. Cenovus ships More than 5000 cars annually from various North American locations into the Edmonton area with CN Rail. The total annual distance exceeds 1.6 million kilometers.

For the most part Cenovus is reasonably satisfied with the level of service we receive from CN Rail. Transit and car cycle times have been acceptable except during winter periods when CN's yards become congested causing additional cars to be inserted into the cycle. Unfortunately limited car storage is available at CN yards and we are forced to store most of our excess cars off site. Nevertheless we would rate CN Rail's overall performance as satisfactory.

We have had a positive business relationship With CN since we started shipping by rail in 2006. Operational problems have been dealt with quickly and to our satisfaction. Our dealings with the Customer Service Centres and account staff have been professional and constructive.

While CN has demonstrated a willingness to negotiate freight rates Cenovus believes that the shipper protections embodied in the Canada Transportation Act continue to be necessary for the industry as a whole.

Michael Bleackley  
Advisor Rail Logistics