

Hutton

FOREST PRODUCTS

**Mailing Address:
P.O. Box 23044
Westgate Postal Outlet
Cambridge, ON N1S 4Z6**

Dear Honorable Rob Merrifield – Minister of State (Transport)

Please accept this letter of submission in regard to the Rail Freight Service Review.

We are a fast growing company that uses the rail system for both rail car shipments and intermodal shipments from Western Canada to the United States, Ontario and Quebec.

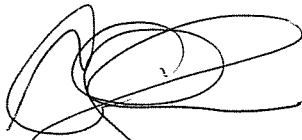
The shipments are very well articulated and monitored by the CN Logistics Team – from the shipment day to delivery date; we are very pleased with the 24 hour Customer Service and Web based Tracing. With the great and informative CN Training Program for the Web Tracing it has enabled us to become more self sufficient in tracking and obtaining information on our shipments.

We have become a firm believer in the CN Team. With the help and consideration of all interested parties: our Customer Service Representative, our Account Manager to the Train Master, everyone is very considerate and accessible.

We believe CN is moving in the right direction by enabling their Customers web access to their shipments. All shipments are very well monitored and they have initiated the ability of up to date tracking placement on all of their trains. In doing this, they have enabled us to track and monitor the status of our product as frequently and accurately as we require with delivery to our customers in mind.

Overall, we have been genuinely pleased with CN's Service and the improvements they have made. If they continue the current service and improvements as planned, Hutton Forest Products Inc. will be a CN customer for many years to come.

Sincerely,



Carolynn Ogilvie
Logistics Manager
Hutton Forest Products Inc.

CO

Cc: J.Hutton