

## Changes for the better

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We're listening, and making improvements



After listening to your feedback and suggestions, we've enhanced our communications system, and restructured our customer service team. The results: 44% less time to resolve an inquiry, and 27% less time to resolve service requests. We've also added a customizable notification system, direct customer service emails, and other improvements.

[See what we did](#)

### Canada Clean Fuel Standard Survey



#### Take the 1-minute Canada Clean Fuel Standard survey

In preparation for the upcoming [Canada Clean Fuel Standard](#) on track to be implemented in 2022, we want to hear from you! And we're keeping it simple, with 4 quick questions that you can answer in just one minute.

Tell us what you think about this clean fuel initiative that has a goal to reduce greenhouse gas emissions by 30 million tonnes in 2030.

[Take the survey](#)



#### Prepare for your next visit with terminal maps and information sheets

Access our new Terminal Information Sheets and Terminal Maps to familiarize yourself before you get there—from operating hours to available products. Log onto the Customer Terminal Interface to download them today.

[Get the maps](#)



#### Thanks for attending our Virtual Customer Terminal Days

We'd like to thank all who attended our Virtual Customer Terminal Days and hope the events gave you some valuable insight into how our terminals operate. We enjoyed answering your questions and discussing the issues that are important to you. We are already planning Customer Terminal Days for 2021 and hope to see you then.

[Find out more](#)

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