



Customer Bulletin: BC flood update.

Woodbridge, ON – November 26, 2021 – CP Rail continues to work around the clock to move through the backlog of all in-transit freight and is making good progress.

Once CP has worked through the backlog, we will then have a better chance to estimate when delays will cease. We will update you next week and provide more information.

Our teams in Toronto and Montreal continues to pick up freight, load them and have them ready for departure on the rail.

For an over-the-road update, some parts of highways have re-opened but have very limited access and are slow moving. Crews continue to work around the clock to assess the damages to build a timeframe of when roads and highways can be fully re-open.

We will continue to monitor and update you as we receive the information. Thank you for your patience and understanding.

Frequently Asked Questions (FAQs)

Q: Which of my shipments are affected?

A: Shipments that are in-transit have been affected – please contact customer service for more information.

Q: Is Fastfrate still picking up shipments destined to lower mainland and Vancouver Island?

A: Our teams in Toronto and Montreal continues to pick up freight destined to all BC locations, load the freight into containers and send them the rail for departure.

Q: Will you move freight through the US?

A: At this time there are very limited options but please contact your account manager for further details.

Q: Are there alternate route that you can take?

A: Not at this time, some highways have partial re-opened but have limited access. We continue to monitor the situation.

Q: Are you pre-booking appointments?



A: Shipments will be appointed once we have a firm ETA from CP Rail to our terminal. When the rail is more fluid and has worked through their backlog, we will then begin to pre-book delivery appointments.

Q: When will the roads re-open?

A: Crews are on site trying to clear as much as they can and assess the damages. Some parts of the highways have re-opened but have limited access. We will continue to monitor the situation and will advise once we have more information.

Q: When will the rail lines re-open?

A: CP announced that train operations resumed Tuesday Nov 23rd in the Cascade and Thompson subdivisions in British Columbia. They continue to work around the clock to move through the backlog of all in-transit freight and is making good progress. We will continue to monitor and update you as we receive the latest information.

Q. Is all of BC affected?

Only the Lower Mainland Vancouver and surrounding cities and towns, and Vancouver Island have been affected. The following BC cities continue to be serviced through our Calgary and Edmonton terminals and are currently not affected: Burns Lake, Chetwynd, Cranbrook, Dawson Creek, Ft St John, Kamloops, Kelowna, Peachland, Penticton, Prince Rupert, Summerland, Terrace and Vernon.



Customer Advisory - CP Cascade & Thompson subdivisions - Update

Trains have started to move through the region again. CP is working diligently to move the trains that had been en route to Vancouver when the weather event occurred.

Now that operations have resumed, our focus turns to safely moving the customer goods that had been stalled for eight days to their destination.

CP appreciates the patience and cooperation of its customers as we work together to reset the supply chain.

We will continue to provide updates and work directly with affected customers as the situation evolves.