

## My email inquiry with Shell

July 15th 2014

**Me** to [generalpublicenquiries-ca](mailto:generalpublicenquiries-ca)

I stopped at a Shell station on highway 69 in Ontario just north of Parry Sound in Pointe au Baril, on my way down from Sudbury Ontario. The reason I stopped was because I was running very low and did not think I would make it to Parry Sound. (There are not many gas stations on this stretch of road). There was no price displayed which was an alarm so I asked the attendant the price. \$1.529. On the same stretch a little farther down at another station it was \$1.423 and in Parry Sound \$1.374.

It is a busy station and it was confusing. The service while adequate was by young people and they did not seem to know what they were doing. One was better than the other but not much.

It has made me think that if I can avoid a Shell station I will. 10 cents a litre more is outrageous and a rip off. Reminds me of the scandal with Shell a few years ago where they were putting regular fuel instead of high grade and selling it for the price of high grade gasoline. I only put a small amount in my tank and waited to fill up in Parry Sound.

Does Shell care about this sort of thing? I wonder. Who sets the price at the pump? I always thought it was the mother company. Again today it is the most expensive in the area as you can see.

# Search Gas Prices









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E

 parry sound, ontario

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## Lowest Regular Gas Prices in the Last 24 hours

<u>Regular Gas</u>	<u>Midgrade</u>	<u>Premium</u>	
<u>Diesel Fuel</u>			
Price	Station	Area	Thanks
<b>136.9</b> <small>update</small>	<u>Petro-Canada</u> 1 Horseshoe Lake Rd near Hwy 400 Exit 214	<u>Parry Sound</u>	<a href="#">sher732013</a>  2 hours ago
<b>141.6</b> <small>update</small>	<u>Pioneer</u> 80 Bowes St near Edward St	<u>Parry Sound</u>	<a href="#">Coepilot1</a>  1 hour ago
<b>141.9</b> <small>update</small>	<u>Shell</u> 114 Bowes St & Pine Dr	<u>Parry Sound</u>	<a href="#">Coepilot1</a>  1 hour ago
<b>141.9</b> <small>update</small>	<u>Canadian Tire</u> 122 Bowes St & Louisa St	<u>Parry Sound</u>	<a href="#">sher732013</a>  2 hours ago
<b>141.9</b> <small>update</small>	<u>Canadian Tire</u> 60 Joseph St near Mall Dr	<u>Parry Sound</u>	<a href="#">sher732013</a>  2 hours ago
<b>141.9</b> <small>update</small>	<u>Shell</u> 116 Bowes St & Pine Dr	<u>Parry Sound</u>	<a href="#">chris9296</a>  14 hours ago
<b>152.9</b> <small>update</small>	<u>Sound Boat Works</u> 73 Emily St near Kate St	<u>Parry Sound</u>	<a href="#">chris9296</a>  14 hours ago
<b>152.9</b> <small>update</small>	<u>Shell</u> 1675 Hwy 69 & Hwy 644	<u>Pointe-au-Baril</u>	<a href="#">oldslowsledder</a>  12 hours ago

July 15th 2014

**GENERALPUBLICENQUIRIES-**

**CA@shell.com** to sbellbois

Dear Stephanie,

I would like to apologize for the reason you contacted us with a concern.

I understand how frustrating it can be to see different prices of gasoline's and different stations.

Each station received the price of gasoline in the system. That price may vary from gas stations that belong directly to Shell and private owners. Distributors set the price according to the price on the rack and the time that gas was delivered to them.

The mileage from the plant and the gas station is also a factor which plays an important role on gas prices.

I hope that I provided you with useful informations regarding your enquiry.

Regards,

Elvire Chalef

Customer Service Professional

Shell Canada Products

Tel: 1-800-661-1600

Email: [generalpublicenquiries-ca@shell.com](mailto:generalpublicenquiries-ca@shell.com)

Internet: <http://www.shell.ca>

July 15th 2014

**Me** to [generalpublicenquiries-ca](mailto:generalpublicenquiries-ca)

I am afraid that your poor excuses with regard to gouging customers has cost you this one. I will also tell others of the experience. As a consumer I feel it is necessary to voice concern. This is the only way a company can know if it is doing a poor job. Obviously from your answer, Shell does not care.

Monday July 21st 2014

**GENERALPUBLICENQUIRIES-  
CA@shell.com** to [sbellbois](mailto:sbellbois)

Dear Stephanie,

Sorry for the delay in my reply.

I also apologize for the reason you contacted us with a complaint. All gas stations must display the price of gasoline display for customers.

The big sign at the gas station is broken and have not been working for a while. The site complied with the Ontario law on gasoline prices. On each pump, the price is display for customer's attention.

Regarding the prices of gasoline from gas stations, each retailer received the daily price in the system. The distance between the plant and the gas station is a factor of selling price.

I hope that I provided you with useful informations regarding your enquiry.

Regards,

Elvire Chalef

Customer Service Professional

Shell Canada Products

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At this point I stopped as it is quite obvious that Shell does not care about customers but about profit.