

***e Mail exchange - no aviation fuel available in Watson Lake 22 June 2017***

> -----Original Message-----

> From: George Balmer [mailto:george@yukonflying.com]

> Sent: June-24-17 4:37 PM

> To: Richard.Mostyn <Richard.Mostyn@gov.yk.ca>

> Subject: Watson Lake service

>

> On our recent flight from Calgary to Whitehorse we needed to land in Watson Lake for fuel and renew our flight plan. As landed we wondered at the CARs operators cryptic and abrupt advisory...

>

> Once landed he refused to close our flight plan

>

> At the fuel pump we found it did not work, and the 1-800 HELP Number posted on pump asked to leave a message,

>

> We walked to the CARs operators office, who said; "They will fix it some time next week, turn it on and off enough it usually works.", (and shrugged).

>

> Fortunately we had 5 gallons in a can which we put in, but were not confident whole way to CYXY.

>

> We used our cell phone to call FSS Kamloops (who themselves were not happy that we had "filed originally from Edmonton Center, and I don't see a master flight plan anywhere" (?) which seems odd)

>

> On departure the CARs operator refused to open our plan, and instead told us to call FISE at 123.375 , but there was no response to repeated calls on that frequency.

>

> 15 minutes later, and 20 miles to the West we heard FSS Whitehorse call us on 126.7, they opened our flight plan.

>

> While in Watson Lake we got no more than 10 words out of the CARs operator who was more interested in watching his TV show than talking to us, and certainly offered no advice or help.

>

> Whitecourt, Fairview and Leduc had excellent service and help, and they are tiny compared to Watson Lake. Fort Nelson too. Fuel in Watson Lake is critical, Courteous, or even any assistance from Government operators would be nice. If this is what transients or sked flights deal with it is a poor reflection of the Yukon.

>

> George Balmer

>

> 334-3555

>

On 2017-06-27 8:12 AM, Richard.Mostyn@gov.yk.ca wrote:

> George,

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> Thank you for this information. It's important for me to learn of such things.  
> I will investigate and report back.

>  
> Richard  
>  
>  
>

On 2017-06-27 08:36 AM, George wrote:

>No need to report back....I contacted PaceSetter too...this is important because I know of at  
>least 2 groups of tourist aircraft are coming up in the next two weeks. Should they get  
>'trapped' it would not be good!

>  
>G  
>

> -----Original Message-----

> From: George Balmer [mailto:george@yukonflying.com]  
> Sent: June-27-17 4:15 PM  
> To: Richard.Mostyn <Richard.Mostyn@gov.yk.ca>

>I am not proud of myself today, at 2:30 pm I got a call from Darwin (?) in Haines Junction office  
>(634-2406) who was investigating the fuel situation in Watson Lake last Thursday (5 days ago)  
>when I was there.

>  
>He didn't seem to believe me that there was no fuel available Thursday night. He wanted to  
>know if there were any other aircraft to verify this.

>  
>He had a couple of messages for me;

>  
>"The station operator in Watson says there is lots of fuel so he doesn't understand my  
>problem..."

>  
>"It's too bad you contacted the Minister.....it didn't have to go that way..."

>  
>I lost my temper at being told I couldnt talk to the Minister and I used a swear word, or two,  
>and hung up.

>  
>About 3 pm I called his displayed number back and I appologized (several times) for being  
>rude.

>  
>BUT....he started to argue with me again and stated; "....What you don't realize George, is that  
>it's not our pump so it's NOT MY PROBLEM!"

>  
>AT that point I told him that quote was going directly to the Minister.....there was no point in  
>discussing anything else with him.

>  
>Sorry..  
>George