



## Commercial Vehicle Safety & Enforcement

### Commercial Transport Department

# **NOTICE**

## **To All Permit Issuers, Industry and the General Public**

### **New Contact Number for Extraordinary Load Approvals**

To Whom It May Concern:

Effectively immediately, the Commercial Transport Advisors that process Extraordinary Load Approvals (EOL) can be reached at **1-855-795-0313** or [ExtraOrdLoads.DC@gov.bc.ca](mailto:ExtraOrdLoads.DC@gov.bc.ca).

Applications for new Extraordinary Load Approvals (using [Form CVSE1049](#)) or requests for extensions should still be sent by email to [ExtraOrdLoads.DC@gov.bc.ca](mailto:ExtraOrdLoads.DC@gov.bc.ca).

The new phone line will help to ensure efficient customer service as the EOL team works out of several locations within the Province. In the near future, individual lines for the Commercial Transport Advisors will no longer be in service.

Please keep in mind that frequent requests for updates slow down the approval process for all applicants, so we request that carriers wait 7 business days before requesting a status update for an EOL request. Further information on EOL processing times can be found in [Section 6.4.3.C of the Commercial Transport Procedures Manual](#).

Any questions or concerns about the new phone number may be directed to [commercial.transport@gov.bc.ca](mailto:commercial.transport@gov.bc.ca).

Yours truly,

Jan Lansing

A handwritten signature in cursive script that reads "Jan Lansing".

Manager, Commercial Transport