



Mining made easy with Petro-Canada

"The switch from our last supplier to Petro-Canada products went very smoothly. Working with Petro-Canada, there were always open discussions and good customer service; all-in-all it was a great experience."

Luc Robitaille, Maintenance Superintendent

GRANDE CACHE COAL



Grande Cache Coal, Alberta

Located in west-central Alberta, Grande Cache Coal (GCC) covers over 29,000 hectares and contains over 300 million tonnes of coal resources. It's no small feat for GCC to ensure that the mine runs smoothly. So it's no surprise that a company this size requires a lot of people – over 600 to be exact – a lot of machinery, and a lot of fluids and lubricants to keep the mine operating at its best.



The Challenge

When the time came for a new lubricants contract, GCC's Maintenance Superintendent, Luc Robitaille, was posed with quite a challenge.

"It's a lot of work to switch from one product over to another, never mind an entire mine – there's a lot of planning and moving around involved and you really have to trust in the process and every product you use," explains Robitaille.

Many operations like GCC avoid complete switchovers because of the headaches they can cause. When transitions are not properly managed there are a number of things that can go wrong with elements like training, product handling and storage, inventory tracking, delivery and timing, and most importantly interruption to production – something today's businesses cannot afford.

Robitaille needed a partner with products to withstand the harsh conditions of the mine, provide cost savings, and most importantly, he needed a company who could ensure that a large-scale transition of this kind wouldn't hinder the productivity of the mine.



The Solution

Petro-Canada Lubricants rose to the challenge and presented the best solution for GCC with advanced products and customer service to help make the transition painless. With past experience using Petro-Canada and their diverse product offering, Robitaille knew he had found an opportunity to consolidate his inventory and work with a company who could get the job done right.

"Petro-Canada was able to supply us with all the products we needed with absolutely no problems, and they made the transition smooth for us, which is a huge relief," explains Robitaille.

From start to finish, Petro-Canada was involved in the transition. They developed specialized tools including conversion charts and product IDs for each department, provided in-depth training, and supported the planning and inventory level of GCC's new warehouse design. And with the transition now complete Petro-Canada continues to meet with the team to track conversion progress and assist with any needs.

"They delivered what they said they would and made the experience a good one."



The Result

Throughout the entire transition GCC experienced no interruptions to their intensive production schedule. GCC now uses Petro-Canada fluids and lubricants – including PRODURO™, DURON™ and HYDREX™ MV – across the board with confidence.

"There have been no red flags since we've switched over, and that tells me that the products are doing what they're supposed to be doing. That's the best test."

Though the thought of undertaking a switch like this in your own company might seem intimidating, Robitaille says it isn't a problem – as long as you're prepared and you've got the right supplier.

"Petro-Canada made it easy for us and accommodated all of our needs. At the end of the day, I'd do it again."

About the Customer

Grande Cache Coal was formed in 2000 and has been mining metallurgical coking coal for the steel industry since August 2004. The mine is located in west-central Alberta, in the heart of the Grande Cache area, which has been producing metallurgical coal since 1969.

To learn more about how Petro-Canada Lubricants can help your business visit: lubricants.petro-canada.com
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