



**a Genesee & Wyoming Company**

## Flexible Asset Utilization...

The effective management of railcars is critical to the success of AGR and our customers. Efficient asset utilization benefits you by increasing the availability of railcars.

## Extended use of railway provided assets

When customer is unable to accept a Unit Train for delivery, the entire Unit Train will be constructively placed at the location where it is stopped in transit by AGR.

When this constructive placement occurs outside of the on-line customer's facility a charge of:

**Five Thousand Dollars (\$5,000)** per each twenty four (24) hour period or portion thereof will be assessed to the on-line customer from the time the cars are constructively placed until actual placement at customer's facility.

This provision only applies to unit trains of privately owned cars.

## AGR 6007-2

(Cancels All Prior Versions)

- **Loading and Unloading Flexibility for Unit Trains**
- **Minimum 70 Cars Unit Train**
- **Billing Guarantee**
- **Weekly Invoicing**

Our top priority is to provide safe, reliable transportation for our customers. Part of that commitment is to maintain a fluid and adequate supply of rail cars and to ensure that all railcar assets, both railroad and privately-owned, are utilized as optimally as possible.

Please contact your local marketing representative if you have any questions concerning this service.

Mr. Kirk Quinlivan  
734 Hixon Road (Fountain)  
Monroeville, AL 36460  
Phone: (251) 575-8900  
[Kirk.quinlivan@gwrr.com](mailto:Kirk.quinlivan@gwrr.com)

This document is subject to the terms, conditions and guidelines provided in The Southern Region General Tariff 1000.

[www.gwrr.com](http://www.gwrr.com)



**a Genesee & Wyoming Company**

## **Billing Guarantees**

As part of our efforts to streamline the billing process, we are committing to an expedited and simple billing process.

---

## **Billing On-Time**

**We commit to bill you on time**

We have changed our systems to issue Extended Asset Utilization invoices weekly.

---

## **Billing Disputes**

**We commit to addressing disputed bills quickly**

If you believe that there has been a billing error, we want to make it right as quickly as possible.

To be eligible for a review, a claim must be submitted, in writing, within 30 days of the invoice date to:

[SouthernDisputes@gwrr.com](mailto:SouthernDisputes@gwrr.com)

Along with a brief description, your claim must include the car initial and number and the related invoice number.

*Any claim not filed within thirty (30) days from the date of the invoice will be declined.*

*Any non-disputed charges should be paid by the due date listed on the respective invoice.*

---



## **Flexible Car Ordering...**

Things don't always go as planned. We recognize that, sometimes, you will have to change your railcar order for loading or unloading. When this involves ordering an empty railcar for loading and actual or constructive placement is performed, and the railcar is then released without being loaded, it is classified as a *railcar ordered but not used*.