Optional Services Catalog

Customer Switching and Accessorial Services

a Genesee & Wyoming Company

Charge Schedule

Intra-Plant Switch	$250	Item 6000
Intra-Terminal Switch	$500	Item 6010
Diversion/Re-consignment	$350	Item 6210
Error Moves	$530	Item 6040
Car Released Without Bill of Lading	$450	Item 6050
Special Train Charges	$3,000 Minimum ($750/hr>4hrs)	Item 6070
Closing Doors	$300	
Overload Charges	$525	Item 6090
Turning of Car	$370	Item 6130
Empty Cars Ordered But Not Loaded	$500	Item 6140
Cars Ordered and Cancelled While En route	$160	Item 6150
Cars Received and Refused Due to Improper Condition	$530	Item 6160
Empty/Loaded Cars Released But Not Available to Pull	$530	Item 6170
Empty/Loaded Cars Ordered In But Unable to Place	$530	Item 6180
Weighing/Reweighing	$250	

ETRY 7006-4

Customer Switching

Billing Guarantee

Timely 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.

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 will issue Customer Switching and Accessorial Services invoices monthly.

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 this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to: ETRY-Billing@gwrr.com or **Revenue Billing, 13901 Sutton Park Drive South, Ste 185, Jacksonville, FL 32224**. Along with a brief description, your claim must include the car initial and number and the related invoice number.

Hours of Operation

The normal operating hours of the East Tennessee Railway are Monday through Friday, 6:00 AM to 3:00 PM.

Please contact your local marketing representative if you have any questions concerning your business on the ETRY:

Jonathan Rudman

jrudman@gwrr.com

410-775-7718 x 111

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

The Coastal Region General Tariff 1000 Section VI provides guidelines and provisions for switching and other accessorial charges. Please review these provisions as it applies to your business on the ETRY.

Any charges not covered on this ETRY 7006 are subject to rules and provisions found in the Coastal Region General Tariff 1000 Series Tariff.

Handling of Empty Freight Cars

This provision will not apply when the empty movement is immediately preceded by a loaded revenue movement on ETRY and empty is returned to original interchange or if the empty movement is immediately followed by a loaded revenue movement on ETRY.

This provision applies on all types of rail cars, including, but not limited to, cars provided by railroads, leased cars and cars bearing other than railroad reporting marks, but not including passenger train cars.

The charge for movement of empty cars is $320 per car. ETRY will not be responsible for the payment of any per diem or mileage charges, nor will ETRY absorb any switch charges. This rate will apply only to movement of cars in regularly scheduled train service.

If special train service is required for movements other than those listed above, charges contained in the Charge Schedule on page 1 of this Catalog will apply.

ETRY's maximum liability for loss and damage is $100.00 per railcar.

Method for Submission of Forwarding Instructions

ETRY will accept forwarding instructions through one of three methods at no charge; ShipperConnect (e-BOL), a Class I web site, or by making arrangements directly with third party logistics services providers to submit forwarding instructions on their behalf via a Class I web site or via EDI. ETRY will accept forwarding instructions to its Transportation Logistics Center (TLC) via fax (1-904-256-1475) or via email (**ETRY-cs@gwrr.com**), subject to a $75.00 charge per faxed or emailed bill of lading. This charge will be assessed to the online Customer of record with the railroad.
The ETRY reserves the right to reject as an unreasonable request for service, any "fax" or "email" forwarding instructions that are illegible, whether due to poor transmission quality, poor or illegible handwriting, or otherwise. ETRY will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

Over-Dimensional and/or Heavy Loads

Rates for any one or move of the following conditions must be on an individual shipment basis arranged with the ETRY prior to shipment from or arrival to the ETRY.

- Car having capacity exceeding 286,000 lbs gross weight
- Clearance/Dimensional shipments with heights exceeding 15’, width exceeding 11’6”, or weight restrictions or any single piece exceeding 75,000 lbs.
- All cars of AAR Car Types FA,FC,FCA,FD,FMS,FW,LF,LG and LS.

See Section VII of the Coastal Region General Tariff 1000 for information for moving high/wide or heavy shipments on the ETRY. All Clearance Requirements must be met before shipment arrives on the ETRY.

Charges for Stand-By Switching Services

When the ETRY locomotive and operating crew are held at the request of an industry or shippers agent, or when the locomotive and crew are delayed by an industry or shippers agent within the confines of the industry or immediately adjacent thereto, or is requested by the industry or shippers agent to perform extra switching service before or after regular switching service, the charge for such a stand-by, delay, or extra switch service shall be at the rate of $368.00 per hour with a 4 hour minimum.