

# Optional Services Catalog Customer Switching and Accessorial Services



**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 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.

## **Hours of Operation**

The normal operating hours of the Wilmington Terminal Railway, L.P. are Monday through Friday, 7:00AM to 5:00PM.

## **WTRY 7006-13**

(Cancels all previous versions)

- **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.

Please contact your local marketing representative if you have any questions concerning your business on the WTRY.

Donnie Mason  
Director, Sales & Marketing  
[Donnie.Mason@gwrr.com](mailto:Donnie.Mason@gwrr.com)  
904-900-6287

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

The Southern 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 WTRY.

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

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

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## Charge Schedule:

ITEM 6000	Intra-Plant Switching	\$300 per switch
ITEM 6010	Intra-Terminal Switching	\$525 per switch
ITEM 6020	Inter-Terminal Switching	\$950 per switch
ITEM 6040	Cars Received in Error by Carrier – All Other Carriers	\$565 per car
ITEM 6050	Car Released with no Bill of Lading or Written Order	\$475 per car
ITEM 6070	Special Service	See below:
	Special service when the train crew is NOT used exclusively to perform the service of the requesting customer	Minimum charge \$2,000 per event
	Special service when the train crew IS provided for the exclusive use of the requesting customer, up to twelve (12) hours	Minimum charge \$5,000 per event
	Additional locomotive(s) for Special Service	Minimum charge \$750 per locomotive
	Special Train Cancellation Fee	Minimum charge \$1,000 per event
ITEM 6080	Closing/Opening Doors	\$300 per event
ITEM 6090	Improperly Loaded Cars (Overloaded)	\$650 per car
ITEM 6130	Turning of Cars	\$700 per car
ITEM 6140	Empty Cars Ordered, Not Loaded	\$550 per car
ITEM 6150	Cars Ordered on behalf of Customer, Cancelled While En Route	\$275 per car
ITEM 6170	Empty or Loaded Railcars Released, Not Available to Pull	\$850 per event
ITEM 6180	Empty or Loaded Railcars Ordered In, Unable to Place	\$850 per event
ITEM 6210	Diversion/Reconsignment (This charge does not apply to Unit Train traffic)	\$425 per car
ITEM 6215	Changes or Corrections to Billing, from Customer	\$100 per event
ITEM 6230	Failure to Deliver Load to Supplying Carrier	\$850 per car
ITEM 6250	Method for Submission of Forwarding Instructions & Additional Services	\$100 per event
ITEM 6255	Method to Release Empty Railcars	\$100 per event
ITEM 6265	Equipment Mis-Use Charge	\$500 per car
ITEM 6270	Cars Ordered & Rejected by Customer	\$450 per car
ITEM 6275	Charges for Stand-By Switching Service	\$400 per car
ITEM 6280	Re-Spotting/Incidental Switching Charge	\$400 per switch
ITEM 6285	Handling of Empty Freight Cars	\$3.00 per mile, 150 mile minimum – per car
ITEM 6290	Dimensional Load Charges	Consult Sales & Marketing Representative
ITEM 6295	Cars Unsafe or Improperly Loaded or in Dangerous Manner	Minimum Charge \$3,000 per car
ITEM 6305	Car Ordering by Specific Number (Cherry Picking)	\$450 per car
ITEM 6315	Empty Cars Received, Not Ordered	\$250 per car
ITEM 6325	Incomplete Bill of Lading Information	\$100 per event
ITEM 6330	Locomotive Movement	Consult Sales & Marketing Representative
ITEM 6335	Re-Railing Railcars & Railcars Damaged by Customers	Minimum Charge \$2,500
ITEM 6341	Cars Not Properly Placarded	\$400 per car
ITEM 6345	Railcars Rejected by Customer as Unsuitable for Loading, Customer Refused Loaded Cars	\$250 per car
ITEM 6355	Weighing	\$275 per car
ITEM 6360	Unit Trains - Cannot be received by Customer, on Customer Track	\$6,000 per train, per day