

Fourth Quarter 2007 Rail Consumer Complaints					
Date	Region	Central Issue	Problem	STB Action	Commodity Group
1/8/08	South	Other	Complaint from Congressional office about railroad consistently blocking constituent's driveway	Contacted railroad; railroad investigated and provided response	NA
1/16/08	Midwest	Information Request	Question about railroad pricing policies	OCCA provided detailed answer to shipper	Agricultural Products
1/24/08	Northeast	Other	Complaint from Congressional office about flooding near railroad facility	Contacted railroad; railroad staff investigated the matter and provided response	NA
1/24/08	N/S	Fuel Surcharge	Question about application of Board's fuel surcharge decision	Provided detailed response and references to shipper	N/S
1/31/08	N/S	Information Request	Question about indemnification clauses in railroad contracts	Provided detailed response to shipper	Chemicals
2/1/08	West	Rail Service	Question/complaint about rail service and potential abandonment	Provided response; shipper chose not to handle through Rail Consumer directly with railroad	Agricultural Products
2/5/08	South	Rail Service	Complaint about delay of repair to customer switch and subsequent missed switches	Contacted railroad; railroad handled same day	Forest Products
2/6/08	West	Rail Service	Complaint about railroad refusal to serve specific location	Handled as Rail Consumer Complaint; railroad provided detailed response	Forest Products
2/6/08	West	Rail Service	Complaint about railroad refusal to serve specific location	Handled as Rail Consumer Complaint; railroad provided detailed response	N/S
2/6/08	Midwest	Demurrage	Complaint about demurrage charges resulting from poor rail service	Handled as Rail Consumer Complaint; railroad provided detailed response	Agricultural Products
2/12/08	West	Demurrage	Complaint about outstanding demurrage charges	Handled as Rail Consumer Complaint; railroad provided detailed response	Forest Products
2/13/08	Midwest	Rail Service	Complaint about on-going service failures at several shipper locations	Handled as Rail Consumer Complaint; railroad provided detailed response and continues to work with area shippers to improve conditions	Forest Products
2/14/08	Midwest	Fuel Surcharge	Question about fuel surcharge application to intermodal traffic	Provided detailed response and citations to shipper	Intermodal
2/20/08	South	Demurrage	Complaint about demurrage charges resulting from poor rail service	Handled as Rail Consumer Complaint; railroad provided detailed response	N/S
2/28/08	West	Information Request	Question about railroad's handling of claim	Provided information	N/S
3/3/08	Northeast	Other	Complaint about delay of repair to customer switch resulting in missed rail service	Contacted railroad; railroad provided prompt response addressing the repair work	Metals and Minerals

3/10/08	Midwest	Rail Service	Complaint about persistent service failures in specific geographic region and resulting possibility of mill shut down	Handled as Rail Consumer Complaint; railroad provided needed service and follow-up	Forest Products
3/13/08	Northeast	Other	Complaint about delay in railroad response to claim filed by shipper	STB contacted railroad on behalf of shipper; railroad provided response to shipper	Chemicals
3/21/08	Midwest	Rail Service	Complaint about delayed rail car	Handled as Rail Consumer Complaint; railroad expedited car to destination	Forest Products