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April 25, 2022

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By E-Filing

Ms. Cynthia T. Brown
Chief, Section of Administration
Office of Proceedings
Surface Transportation Board
395 E Street, SW
Washington, DC 20006

ENTERED
Office of Proceedings
April 25, 2022
Part of
Public Record

Re: Ex Parte Docket No. 770, *Urgent Issues in Freight Rail Service*

Dear Ms. Brown:

Enclosed please find three letters from Argos USA LLC, Blackhawk Mining, LLC, and Ken's Foods. These customers advised CSX Transportation, Inc. to file these letters on their behalf.

Sincerely,

/s/ Raymond A. Atkins

Raymond A. Atkins, Ph.D.

Enclosures



Argos USA

April 22nd, 2022

To the Surface Transportation Board:

Thank you for your continued focus on rail service issues. We appreciate your efforts to improve communication and assisting in the focused attention on the railroad's critical role in our nation's supply chain.

The Argos USA LLC Corporation utilizes the CSX railway system to support our finished product shipment of bulk cement thru the southern United States and to include the inbound shipments of raw materials necessary to meet our production requirements. They have proven to be an integrated carrier necessary for success of our operations in the US as we manage thru the supply chain issues experienced in today's challenging economy. I personally work in conjunction with CSX routinely and have noted their professional customer service and effective communication to be greatly appreciated.

I again want to express my gratitude for the efforts that the Surface Transportation Board is tasked with daily to ensure movement of commercial goods via our national railway system and to conclude that CSX is a respected supplier.

Sincerely:

Don Collier

Argos USA LLC Category Manager Solid Fuels



250 W. Main Street, Suite 2000
Lexington, KY 40507
Office: (859) 543-0515
Facsimile: (859) 543-0516

April 19, 2022

Mr. Kevin Boone
Executive Vice President of Sales and Marketing
CSX Corporation
500 Water Street
Jacksonville, FL 32202

Re: CSX Performance -STB Docket No. EP 770

Dear Mr. Boone:

Blackhawk Mining, LLC ("Blackhawk") ships approximately 6 million tons annually of high quality metallurgical and thermal coal via the CSX Corporation ("CSX") railroad. We serve a diversified and extensive customer base including domestic steel, domestic utility, and international steel and utility customers. Approximately 70% of the coal we produce is shipped by CSX, including a majority of our export sales which are shipped through U.S. east coast ports that interconnect with the CSX.

We value the long term corporate and personal relationships we have with CSX, but acknowledge that over the last few months service did not meet the historically high standards that CSX has provided and which we expect. In addition, the recent implementation of allocating only dedicated sets to Central Appalachian coal producers was managed very poorly with no advanced notice or discussion. This change had significant and adverse economic impacts to Blackhawk as we were unable to meet previously agreed customer schedules and contractual commitments. This resulted in operational cutbacks affecting our employees and substantial vessel demurrage charges on export shipments.

As a result of these service deficiencies, Blackhawk spent significant time communicating our concerns to senior managers at CSX, both in face to face meetings and telephonically. Your company has been very forthcoming in these discussions and shared that restoring employee headcount to pre-covid

levels is their most challenging restriction, and highest priority goal. We too are experiencing this issue at our coal mining operations and clearly recognize that challenge.

More importantly, since the beginning of April we have seen material improvements in CSX performance and are confident that your company is being responsive to the concerns we have shared. Service has become more consistent and CSX's responsiveness to resource and car supply issues has greatly improved. We look forward to a continuation of this progress and more broadly applaud the ambitious service goals of CSX's Precision Scheduled plan. We hope that it will provide economic efficiencies that help coal continue to be competitive in the U.S. and international markets.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert W. Bennett", with a long horizontal flourish extending to the right.

Robert W. Bennett
Executive Vice President & Chief Commercial Officer
Blackhawk Mining, LLC

KEN'S FOODS

Manufacturers of Fine Food Products

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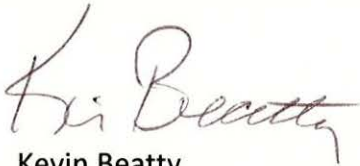
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Lebanon, IN 46052
(765) 505-7900
FAX: (765) 505-7907

April 19, 2022

Good morning,

I just wanted to touch base with you concerning CSX's performance over the last year or so. Service has improved over the last 18 months, as has communication. Communication is key, keeping each other updated on our needs is critical for our collective success. We look forward to continuing to grow our partnership with CSX, striving to improve **efficiency**.

Thank you and your team for your efforts.



Kevin Beatty
Ken's Foods Lebanon