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Ann Begeman
Acting Chair
Surface Transportation Board
395 E Street, SW
Washington, DC 20472

Sept 19th, 2017

Dear Madam

CSX Operational Impact to Ardagh Glass Inc.

Please find below the submission of Ardagh Glass Inc. in relation to the CSX's negative impact to our ongoing manufacturing operations in Dolton, IL, Winchester, IN and Henderson, NC.

Ardagh Glass Inc. manufactures glass containers for a wide variety of well-known brands. The main component of our manufacturing process is the furnace in which we melt the raw materials required to make glass. Once a furnace is put into operation it remains in continuous operation for up to 15 years. It cannot be shut off without incurring costs into the millions of dollars. Vital to keeping the furnace running is a steady supply of raw materials which predominately are delivered by rail as the raw materials can travel hundreds of miles to reach the required glass plant.

Our Dolton plant is located adjacent to a CSX main line servicing Chicago. Due to the length of the spur, the main line needs to be closed down to allow deliver to our plant. The Dolton facility is scheduled to have 3 switches each week however currently we are only receiving one. Often these cancelations occur at short notice and despite assurances that the delivery will be made by the CSX. As a result of continually being shorted in our raw material deliveries we are incurring expedite fees to truck raw materials. In addition, materials that are in transit become bunched and delivered in volumes that we cannot quickly consume; thus, we are financially impacted twice by the poor quality of service into the Dolton plant.

Apart from this ongoing issue in Dolton, recently we encountered serious service issues in our Winchester, IN plant whereby the CSX decided to make operational changes without communicating these changes to us. Specifically, this change moved traffic from the CSX locations in Avon to Hawthorne. This change again resulted in failure to deliver and expedited costs (\$230,000). If prior notice had been given we could have stockpiled materials and/or arranged a better trucking rate to deliver the material, reducing the financial impact.

Another CSX "Operational Improvement" is now having the same effects at our Wilson and Henderson, NC plants. These continual issues are greatly impacting our operations and the profitability of plants and we would urge you to place greater controls in place to force the railroads to have greater accountability for the quality of their service, specifically on time and in full.

Yours sincerely

Ed Purtill
Director Procurement
Ardagh Glass Inc.