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March 20, 2017

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Rachel Campbell
Surface Transportation Board
Office of Proceedings
Attn: Docket No. EP 528 (Sub-No. 1)
395 E Street, S.W.
Washington, D.C. 20423-0001

ENTERED
Office of Proceedings
March 20, 2017
Part of
Public Record

Re: *Docket No. EP 528 (Sub-No. 1) and Docket No. EP 665 (Sub-No. 1)*

Dear Ms. Campbell,

BNSF Railway Company ("BNSF") submits this letter to address points raised in response to the Board's Notice of Proposed Rulemaking and Policy Statement decided on December 28, 2016 (the "Notice") in Docket Nos. EP 528 (Sub-No. 1) and EP 665 (Sub-No. 1).

BNSF publishes common carrier rates and service terms on its secure website at www.bnsf.com. Once registered and logged on to the secure site (a process addressed in more detail below), a user can customize its access to its needs, including requesting access to pricing information. Rate authorities are listed by commodity and are available in a searchable .pdf format. BNSF also offers enhanced web tools to provide users effective ways to compare carload shipping options and monitor changes in our rail rates. For example, our Carload Shipping Advisor and Service Carrier Reciprocal Switch Inquiry tools give users the ability to compare shipping options by price, equipment or time, and to determine if locations are rail served. And our Customized Rate Profile tool allows users to create, save and run rate change reports specific to commodities and lanes, and also contains rate change indicators that clearly flag which rate line item has been updated.

As noted above, BNSF's website does have a registration feature – a component that the Board recognized in its Notice. The registration feature allows BNSF to securely provide access to users who wish to view tariffs, rules books, and other information, and to utilize helpful tools like those mentioned above. The one-time process of registration and, separately, obtaining access to certain applications and information can take 24-48 hours to allow for BNSF to manually process the requests. We are exploring ways to further streamline the experience for our users. We encourage our users to reach out to our Web Support and Tool Training group at 888-428-2673 or ebizhelp@bnsf.com for help or should they encounter delays beyond the timeframe provided at the time an inquiry is made.

Sincerely,



Jill K. Mulligan