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Hon. Ann Begeman
U.S. Surface Transportation Board
395 E Street S.W.
Washington D.C. 20423

Hon. Daniel Elliott
U.S. Surface Transportation Board
395 E Street S.W.
Washington D.C. 20423

Hon. Deb Miller
U.S. Surface Transportation Board
395 E Street S.W.
Washington D.C. 20423

Re: EP 742, Listening Session

Dear Ms. Begeman, Mr. Elliott, and Ms. Miller:

I write to advise you of Contura Energy's perspective on CSX's progress in improving its rail service after implementing major service changes earlier this year.

Contura's affiliate operations produce approximately 12 MM tons of coal annually in the eastern United States and own 65 percent of Dominion Terminal Associates (DTA), a premier coal transfer terminal located at Newport News, VA. DTA is served by CSX and Contura relies heavily on CSX to get our coal to market.

As you know, CSX has undertaken major changes over the past several months in an effort to streamline its costs and increase its efficiency. The initial implementation phase of this new way of operating came with some problems for our company, both at the mines CSX serves and at the export terminal. Train service was inconsistent and we experienced service issues causing vessel loading delays. As a result, our mine inventories grew, and we did not have enough service to fully meet our demand levels from May through the first half of August 2017.

Over the last several weeks, however, we have been encouraged by the improvement in service that we have seen from CSX. Deliveries are becoming more consistent. Scheduled train service and car supply has significantly improved. CSX's ability to respond to resource issues has been improving and we are hopeful that continued service improvement will allow us to move our coal efficiently in response to changes and opportunities in the market. We appreciate CSX's open communications with us as it seeks to improve its service and efficiency.

In closing, we support CSX's ongoing efforts to improve service and trust that continued enhancements will be made to its service model that provide the reliability and flexibility required by coal shippers like Contura to participate in the current market.

Sincerely,



Kevin S. Crutchfield
Chief Executive Officer