

<b>2007 Rail Consumer Assistance Complaints</b>					
<b>Date</b>	<b>Region</b>	<b>Central Issue</b>	<b>Problem</b>	<b>STB Action</b>	<b>Commodity Group</b>
5/31/07	Northeast	Car Supply	Rail Consumer complaint about rail cars held in storage	Coordinated with railroad and handled to resolution	Chemicals
4/24/07	South	Demurrage	Complaint about demurrage calculation and billing practices	Handled directly with railroad which provided response to shipper and OCCA	Chemicals
5/4/07	South	Demurrage	Question about late billing of demurrage charges	Provided answer and explanation	Agriculture
4/6/07	Midwest	Fuel Surcharges	Comment about STB fuel surcharge decision and it's impact on shipper	Advised of formal process available to participate by filing comments	Metals and Minerals
6/21/07	Midwest	Fuel Surcharges	Complaint about non compliance with STB Fuel Surcharge ruling	Responded with clarification about exempt commodities	Metals and Minerals
4/19/07	Northeast	Fuel Surcharges	Question about formulations of fuel surcharge in compliance with Board's fuel surcharge decision	Provided response and reference to STB decision	N/S
4/3/07	West	Fuel Surcharges	Question about impact of STB decision regarding rail fuel surcharges and comment about rate increases taken in conjunction with changes to fuel surcharge policies	Explained particulars of STB decision and responded to comments concerning rate increases	N/S
4/9/07	Midwest	Information Request	Question about potential abandonment	Checked STB filings and advised procedure for accessing STB filings and decisions on the internet	N/S
4/17/07	Midwest	Information Request	Railroad seeking a list of commodities exempt from Board jurisdiction	Provided link to list of commodities posted on STB website	N/S
4/13/07	Northeast	Information Request	Question about rumored abandonment as well as STB procedures	Provided answers and referred to OCPS for detailed questions about abandonment process	N/S
5/9/07	Northeast	Information Request	Question whether railroads are required to provide rail car weights to customers	Provided answer	N/S
4/19/07	South	Information Request	Question from federal agency looking for appropriate contact to address a real estate matter with specific freight railroad	Provided referral to appropriate railroad personnel	N/S
4/17/07	West	Information Request	Question about formal definition of "High Value Commodities"	Provided answer	N/S
5/18/07	West	Information Request	Question from railroad involving notice required for removal of a foreign line from a public tariff	Provided answer	N/S
6/21/07	Midwest	Other	Shipper complaint about delayed response from RR regarding property issue	Contacted railroad to expedite response	Chemicals
5/7/07	Northeast	Other	Question about proceeding pending before the Board	Provided response and reference to applicable filings	N/S
5/7/07	Northeast	Other	Question from state agency involving STB regulation of railroads shipping waste and scrap products	Provided response	N/S
4/4/07	South	Other	Question about STB jurisdiction over Amtrak	Provided response	N/S
4/17/07	South	Other	Question involving federal jurisdiction with respect to blocked railroad crossings	Provided answers and referred to FRA Issue Brief titled "Blocked Crossings" available on FRA website	N/S
6/14/07	South	Other	Complaint about railroad freight billing practices	OCCA handled with railroad; railroad ultimately provided shipper and OCCA with detailed response	N/S
6/8/07	West	Other	Request for Board assistance with information about lien on a privately owned rail car	Coordinated with Recordations office to provided necessary documentation	N/S
4/11/07	Midwest	Rail Service	Complaint about lack of response from carrier after repeated attempts to establish rail service at new industry	Contacted railroad on behalf of shipper; shipper currently working with the railroad to establish service	Agriculture
4/19/07	Midwest	Rail Service	Complaint about accessorial fees charged for railcars misplaced at customer siding	Contacted railroad on behalf of shipper; railroad provided detailed response	Metals and Minerals

5/7/07	Midwest	Rail Service	Complaint about revocation of reciprocal switch agreement	Contacted railroad on behalf of shipper. Ultimately, shipper and railroad came to resolution on their own without OCCA involvement.	Agriculture
4/26/07	South	Rail Service	Complaint about delay in handling of bad ordered railcar	STB contacted railroad involved which provided explanation and expected repair dates. Car was placed at shipper location soon after.	Chemicals
6/12/07	South	Rail Service	Question about use of embargo to halt service and implications for long term service and common carrier obligation	Provided detailed response to shipper	Chemicals
5/22/07	West	Rail Service	Complaint about potential embargo and line abandonment	OCCA contacted railroad to discuss use of embargo as a precursor to abandonment and address service failures	Agriculture
5/23/07	West	Rail Service	Complaint about potential embargo and line abandonment	OCCA contacted railroad to discuss use of embargo as a precursor to abandonment and address service failures	Agriculture
5/30/07	Northeast	Rates	Complaint about rate increases	OCCA took shipper concerns to the railroad; railroad responded with on site meeting with shipper	Metals and Minerals
6/14/07	South	Rates	Complaint that railroad would not provide requested Rule 11 rate	Handled as Rail Consumer Assistance complaint with railroad; railroad provided detailed response to shipper	Chemicals
4/2/07	West	Rates	Question about regulations governing per diem charges on private car fleets	Provided response with explanation	Forest Products