

NCTA/FRCA/NRECA's 11th On Time Performance Rail Service Survey

Third Quarter July –Sept 2024



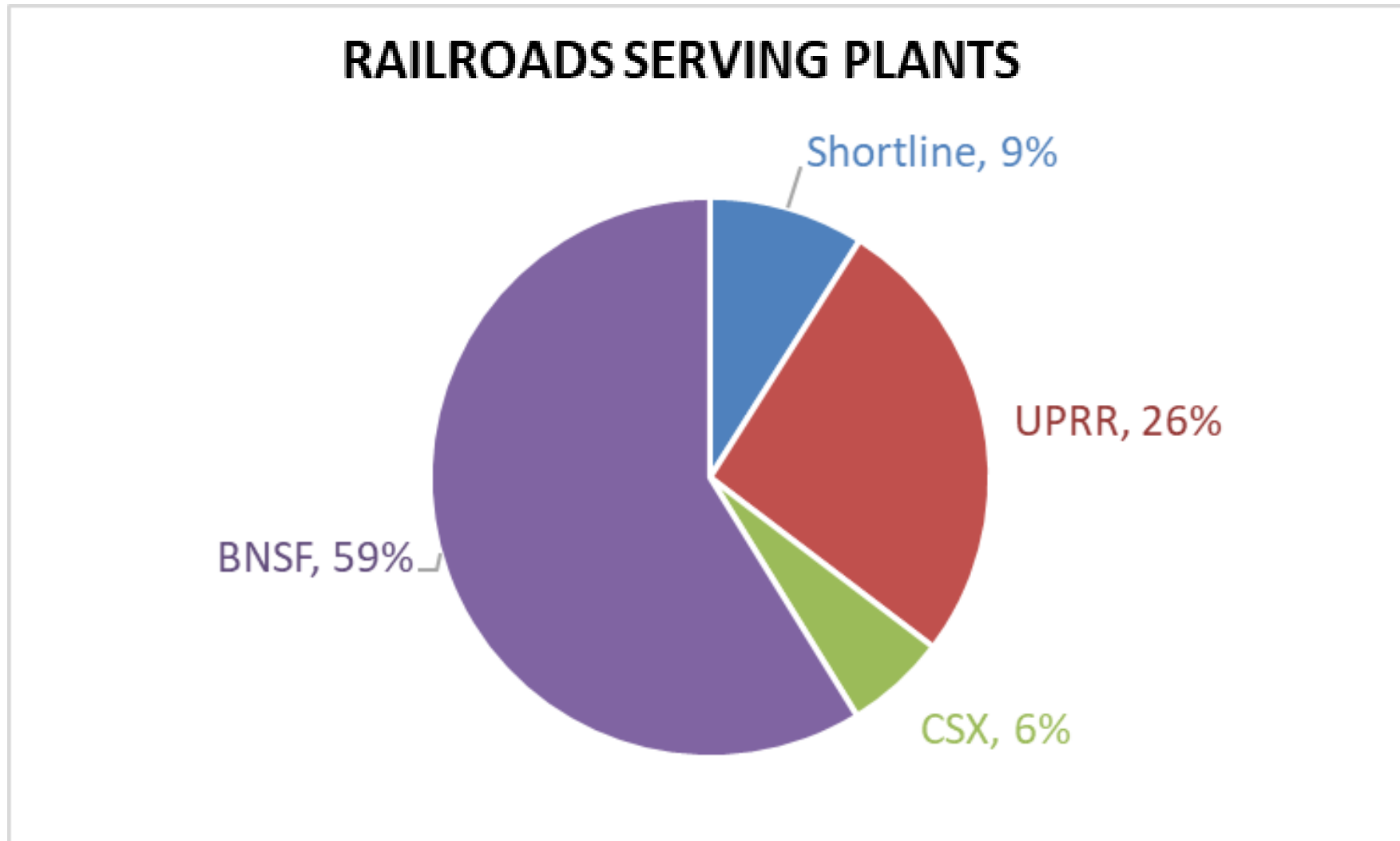
Freight Rail
Customer Alliance

NCTA



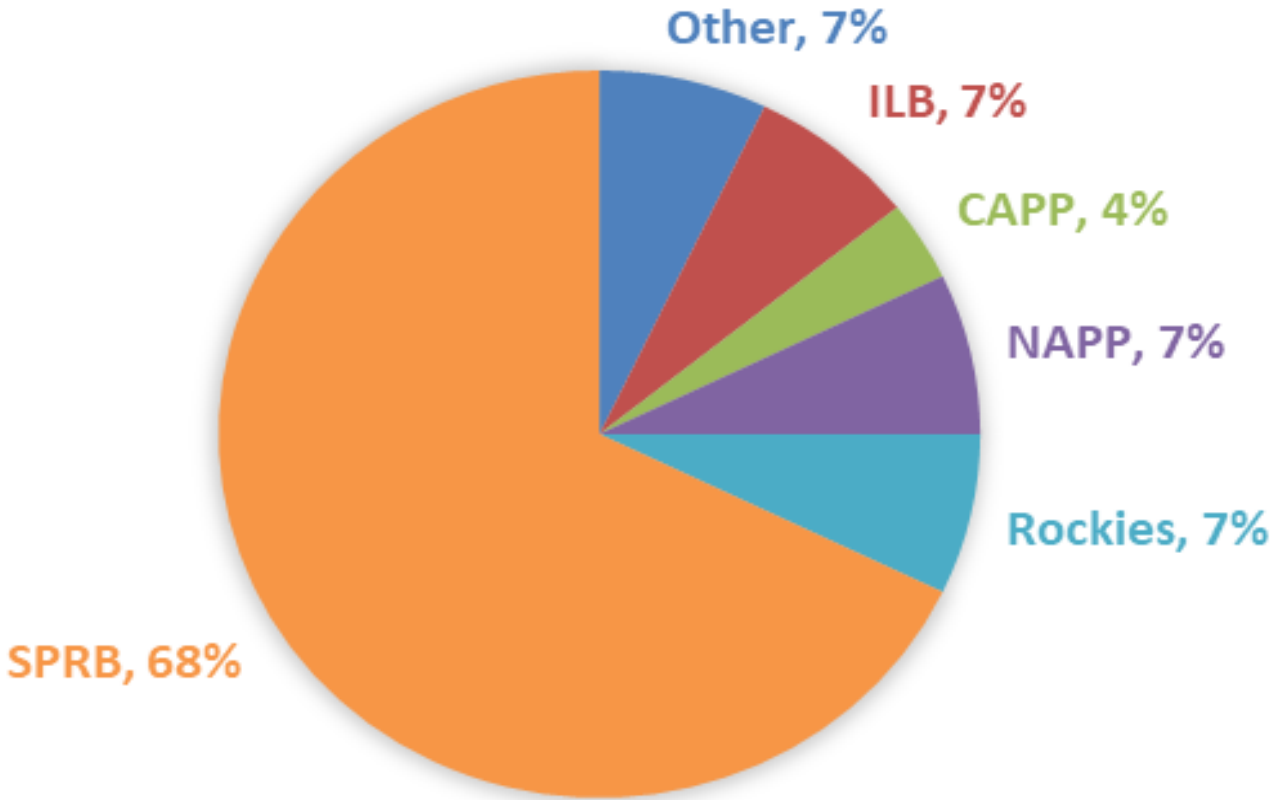
**National Rural Electric
Cooperative Association**
A Touchstone Energy® Cooperative 

11th On Time Performance Utility Shipper Survey July – Sept 2024: 30 Plants Responded

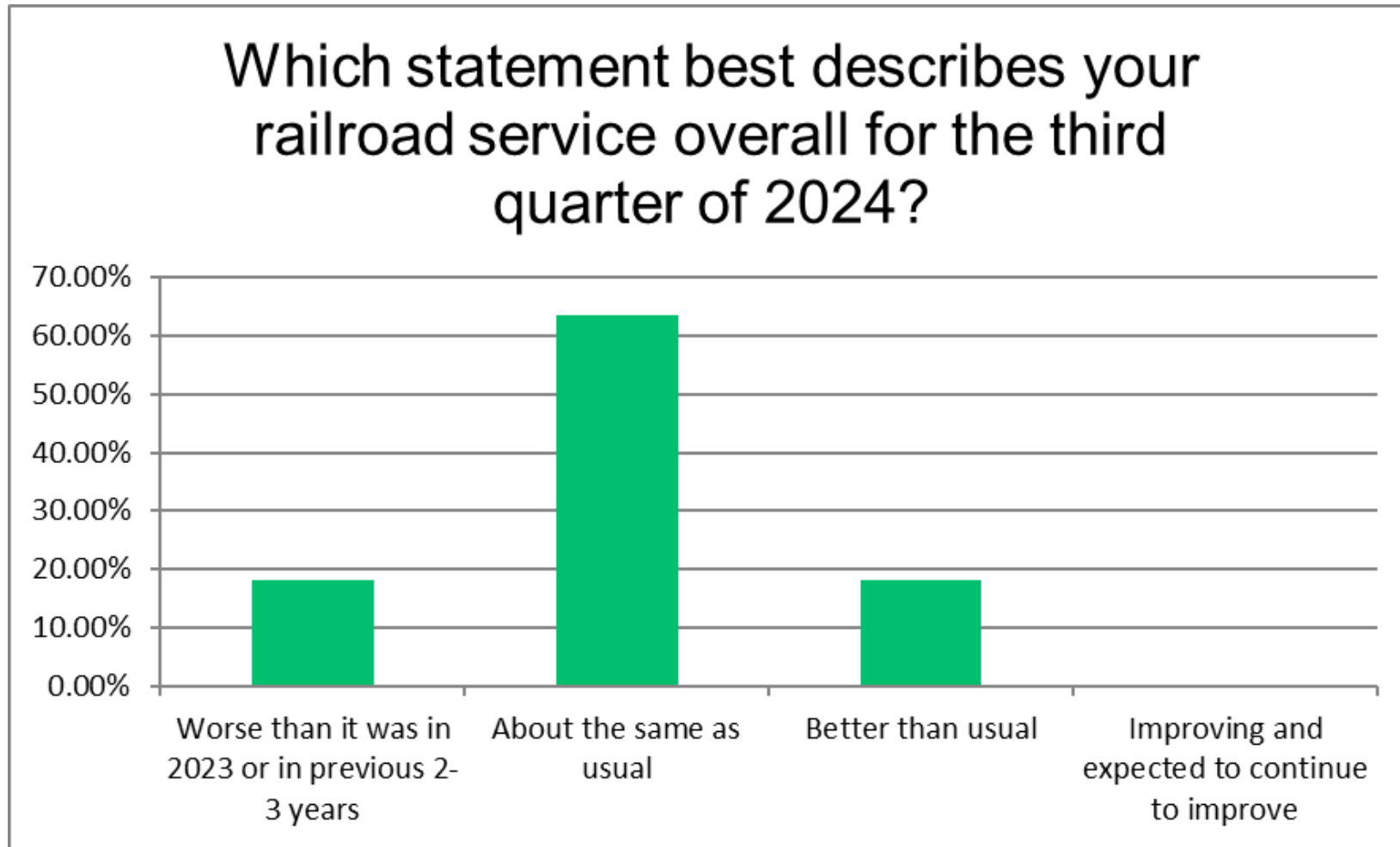


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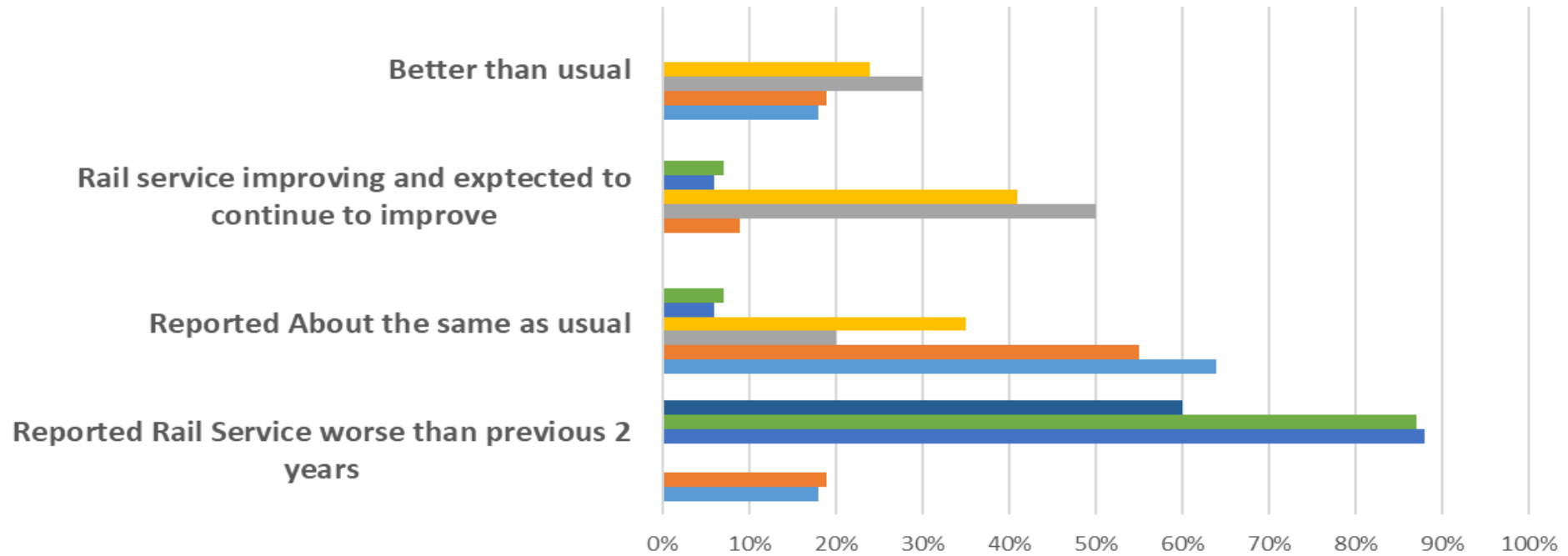
MINE SOURCE REGIONS



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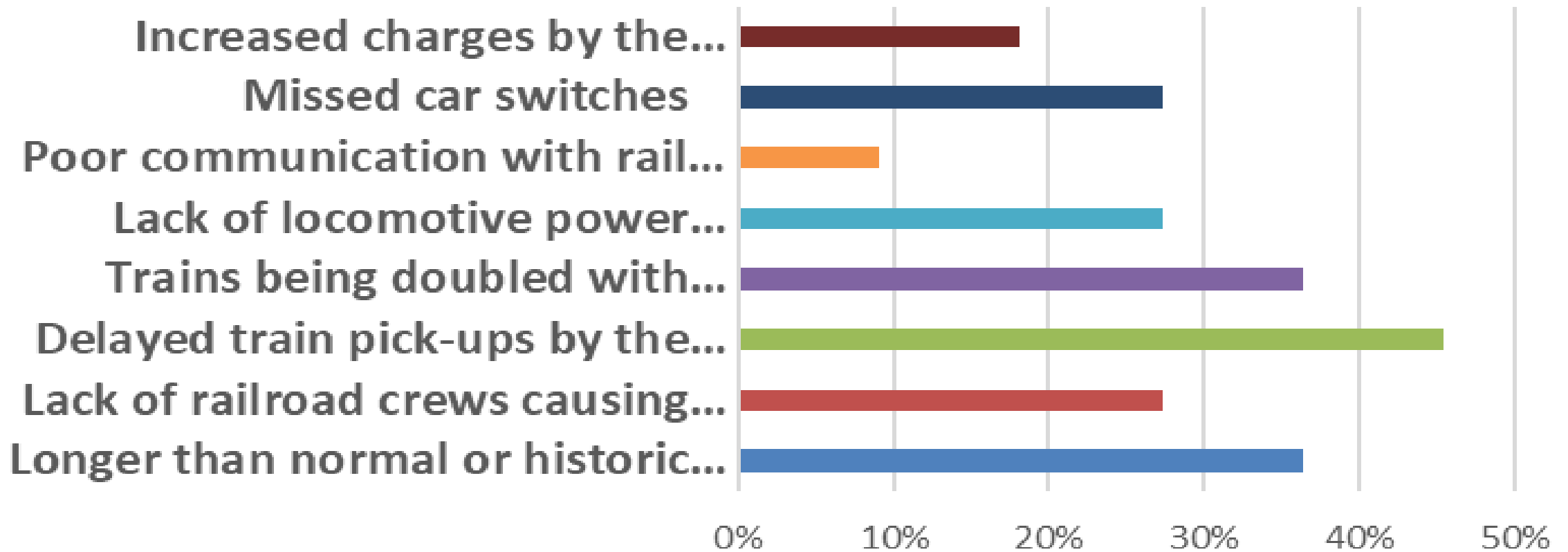
What Statement Best describes Rail Service Overall: July 2021 - Sept 2024



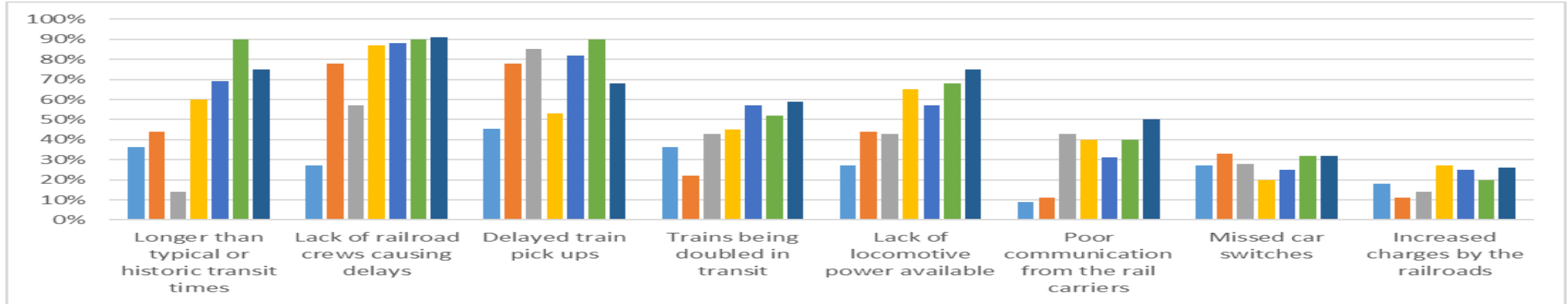
	Reported Rail Service worse than previous 2 years	Reported About the same as usual	Rail service improving and expected to continue to improve	Better than usual
■ July 2021-Dec 2021	60%	0%	0%	0%
■ Jan 2022-June 2022	87%	7%	7%	0%
■ July 2022-Dec 2022	88%	6%	6%	0%
■ Jan 2023-June 2023	0%	35%	41%	24%
■ July 2023-Dec 2023	0%	20%	50%	30%
■ Jan 2024-June 2024	19%	55%	9%	19%
■ July 2024-Sept 2024	18%	64%	0%	18%

■ July 2021-Dec 2021 ■ Jan 2022-June 2022 ■ July 2022-Dec 2022 ■ Jan 2023-June 2023
 ■ July 2023-Dec 2023 ■ Jan 2024-June 2024 ■ July 2024-Sept 2024

What kind of Railroad Services Issues did you experience in the Third Quarter of 2024? Check all that apply



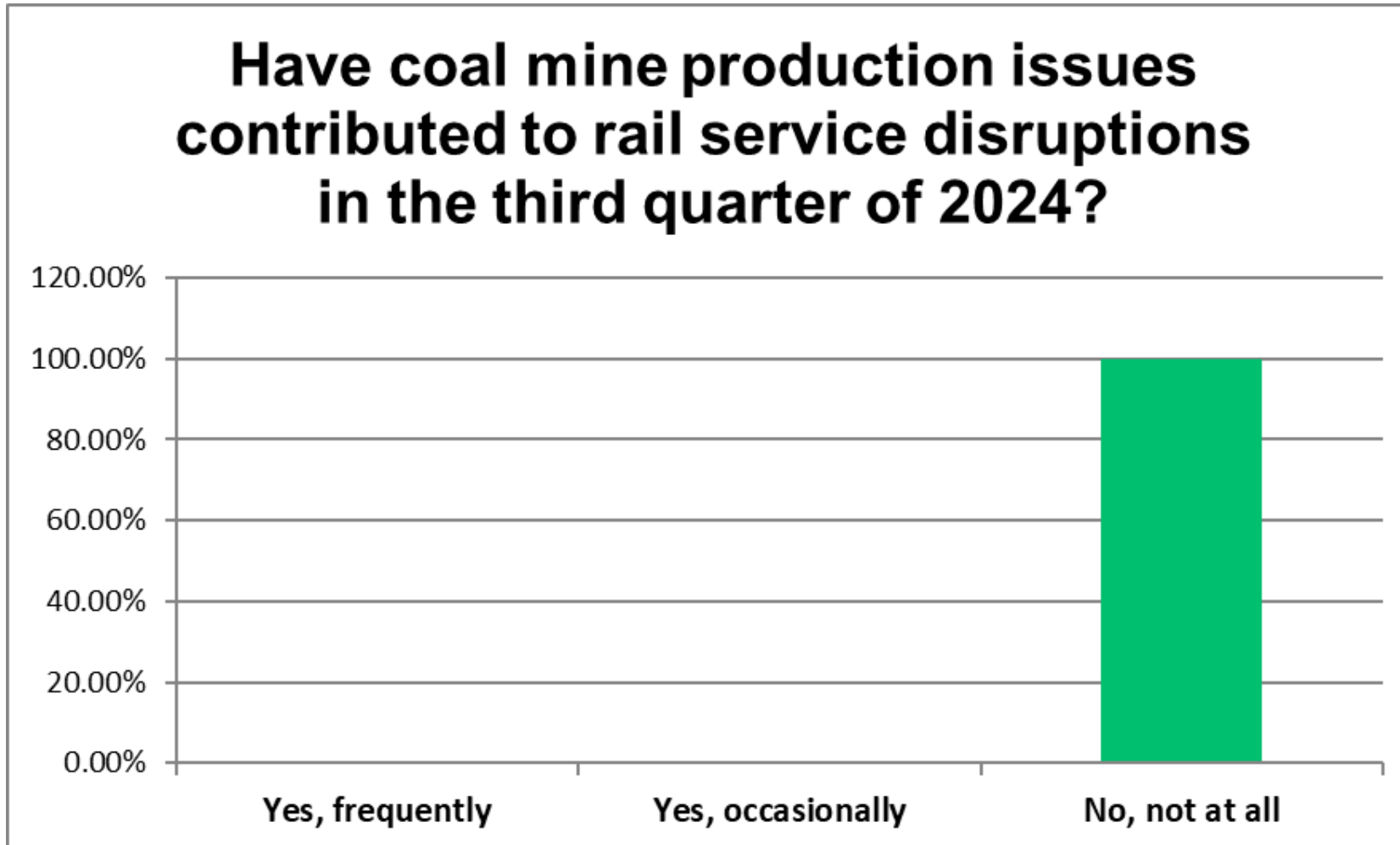
What Kind of Railroad Service Issues Have You Experienced (check all that apply) July 2021-Sept 2024?



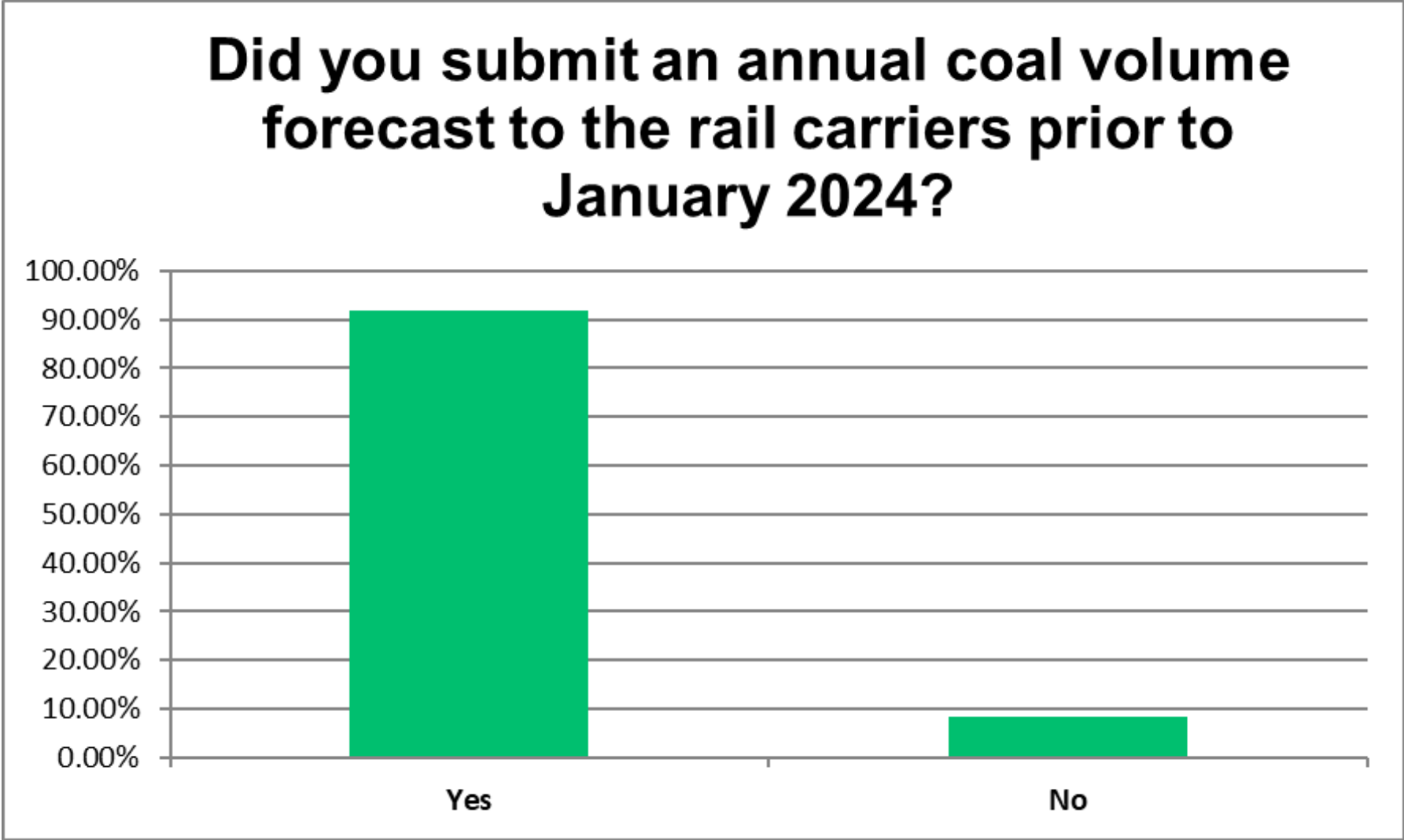
	Longer than typical or historic transit times	Lack of railroad crews causing delays	Delayed train pick ups	Trains being doubled in transit	Lack of locomotive power available	Poor communication from the rail carriers	Missed car switches	Increased charges by the railroads
■ July 2021-Dec 2021	75%	91%	68%	59%	75%	50%	32%	26%
■ Jan 2022-June 2022	90%	90%	90%	52%	68%	40%	32%	20%
■ July 2022-Dec 2022	69%	88%	82%	57%	57%	31%	25%	25%
■ Jan 2023-June 2023	60%	87%	53%	45%	65%	40%	20%	27%
■ July 2023-Dec 2023	14%	57%	85%	43%	43%	43%	28%	14%
■ Jan 2024-June 2024	44%	78%	78%	22%	44%	11%	33%	11%
■ July 2024-Sept 2024	36%	27%	45%	36%	27%	9%	27%	18%

■ July 2021-Dec 2021 ■ Jan 2022-June 2022 ■ July 2022-Dec 2022 ■ Jan 2023-June 2023
 ■ July 2023-Dec 2023 ■ Jan 2024-June 2024 ■ July 2024-Sept 2024

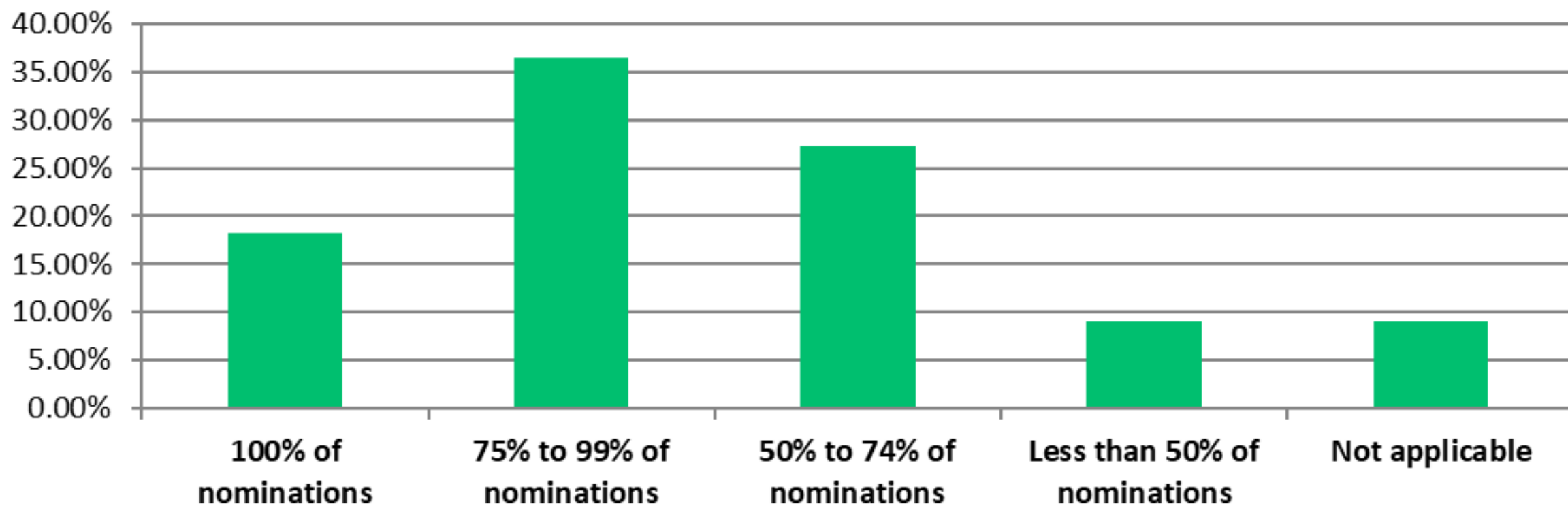
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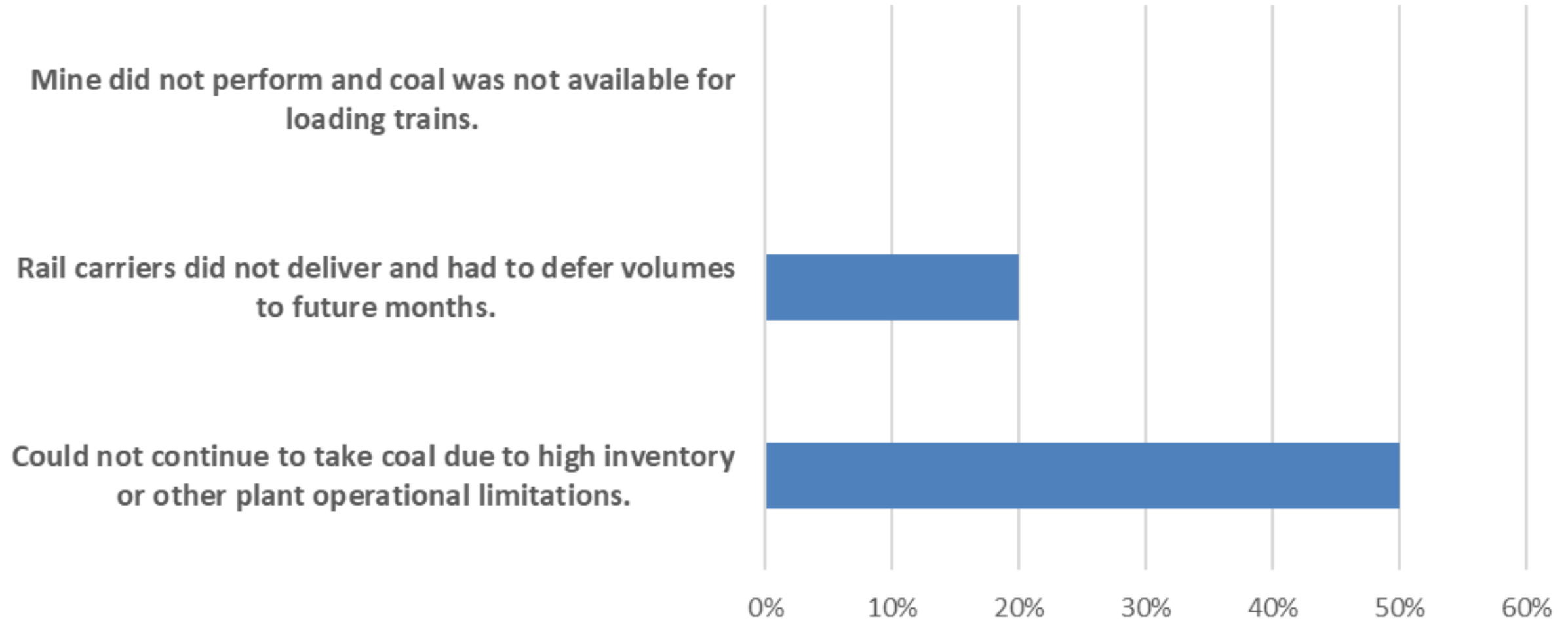
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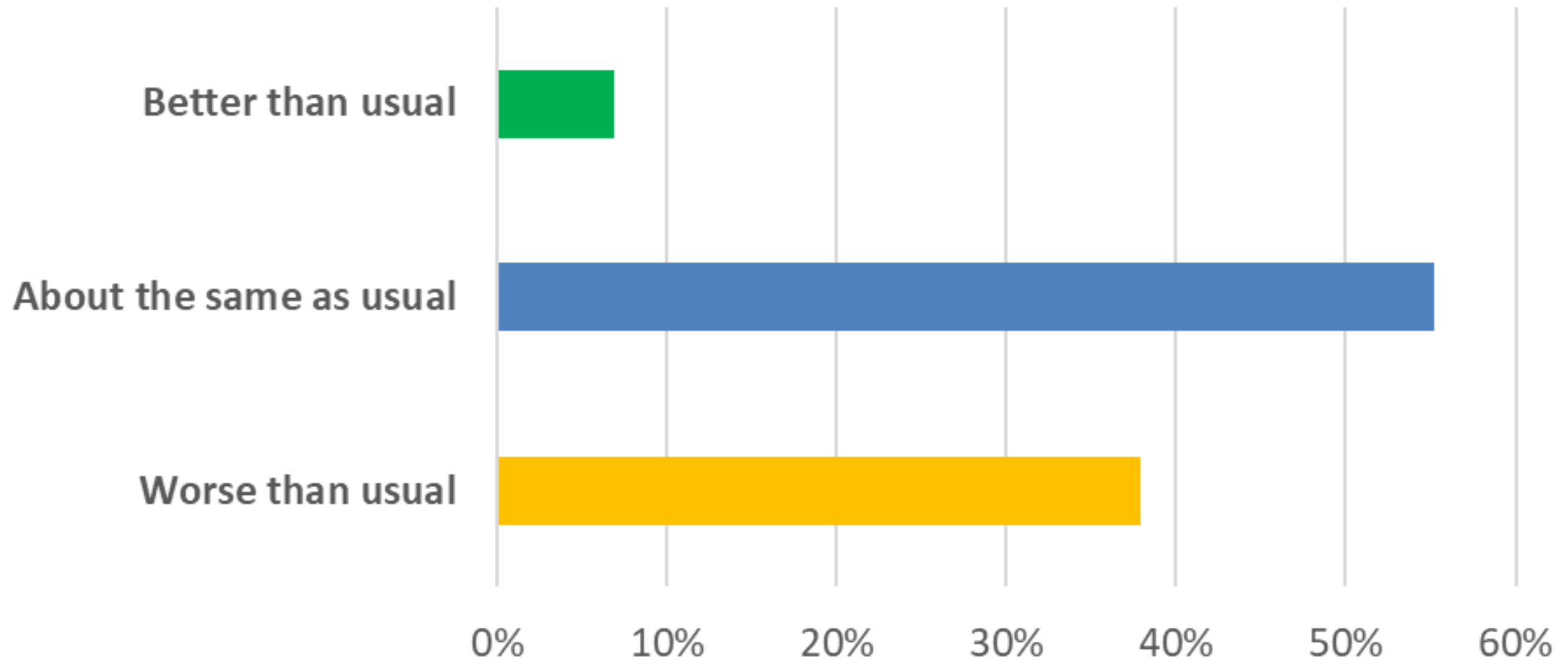
If the answer to the previous question was "yes," what percentage of the coal volumes that you nominated in the third quarter of 2024 did you actually receive?



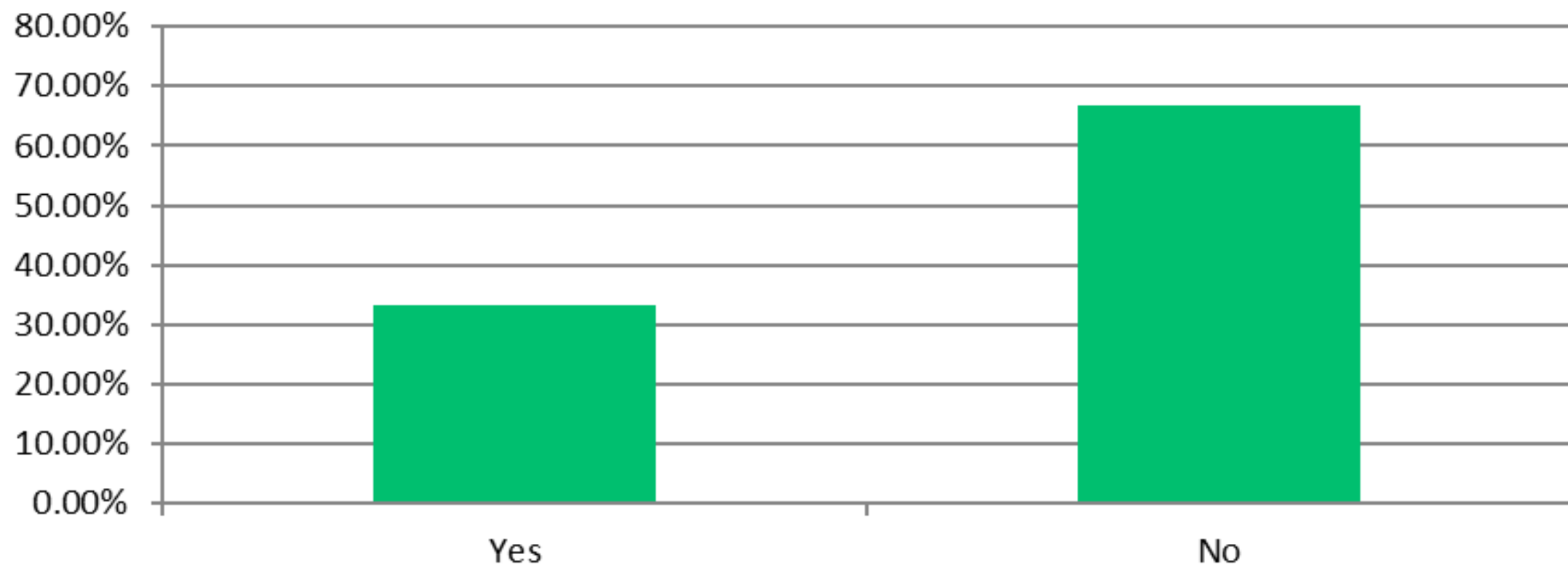
If you did not receive all of the coal volumes nominated in the third quarter of 2024, please check all the reasons that apply?



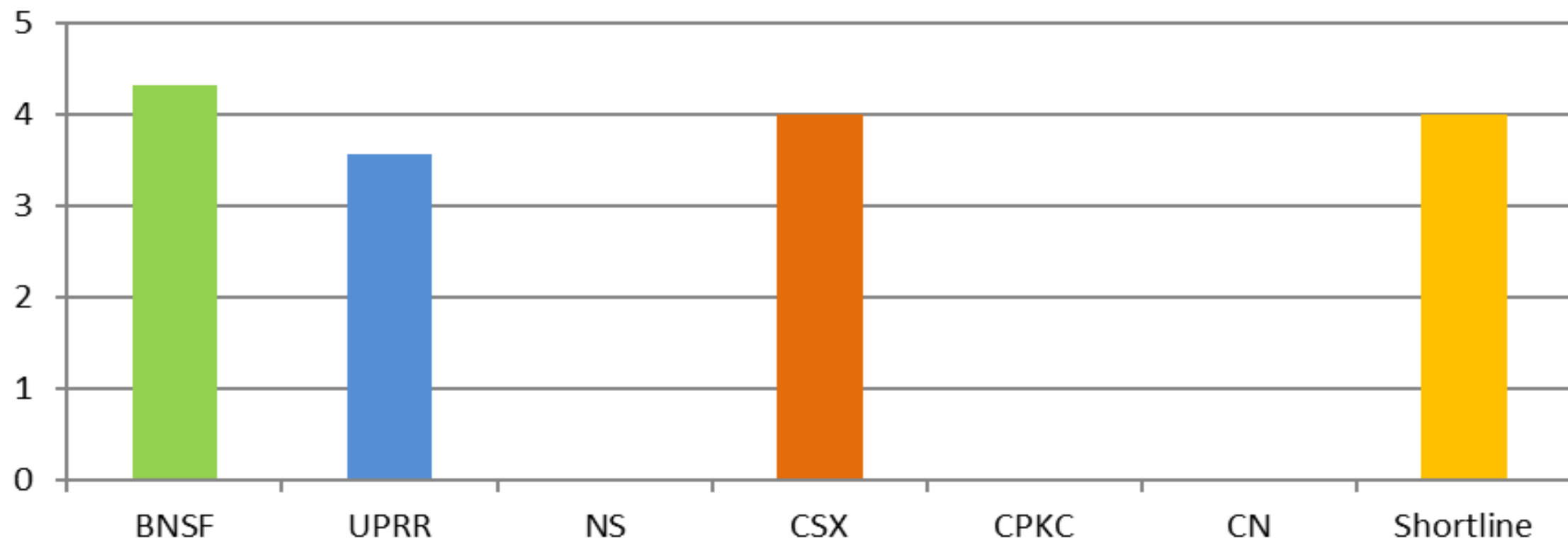
Based on typical train cycle times for your plant(s), please rate your "average round trip cycle time" for each plant for the third quarter of 2024



Have you experienced increased demurrage and/or equipment dwell charges from the rail carriers in the third quarter of 2024?



On a scale of 1-5 (with 1 being the worst, and 5 being the best), please rate your communications with the rail carriers in the third quarter of 2024.



Shipper Quotes: Third Quarter 2024

- **The current cycles are significantly slower compared to previous years**
- **Crew shortages, missed switches, and insufficient power**
- **No complaints**

Key Takeaways from 30 Plants responding

- Rail Service is about the same for most shippers. However, almost 40% complain service is worse than usual
- Cycle times are longer than usual: 36%
- Delays with train pick up requests: 45%
- More trains being doubled in transit: 36%
- Fewer complaints of lack of locomotive power: 27%
- Missed car switches: about the same as previously: 27%
- Fewer complaints of lack of crews: 27% (down from 78%)
- Fewer complaints of poor communication: 9%
- 27% of the respondents say they received 50%-75% of their coal nominated volumes, 18% received 100% and 10% received less than 50%