

NCTA/FRCA/NRECA's 12th On Time Performance Rail Service Survey

Fourth Quarter Oct - Dec 2024



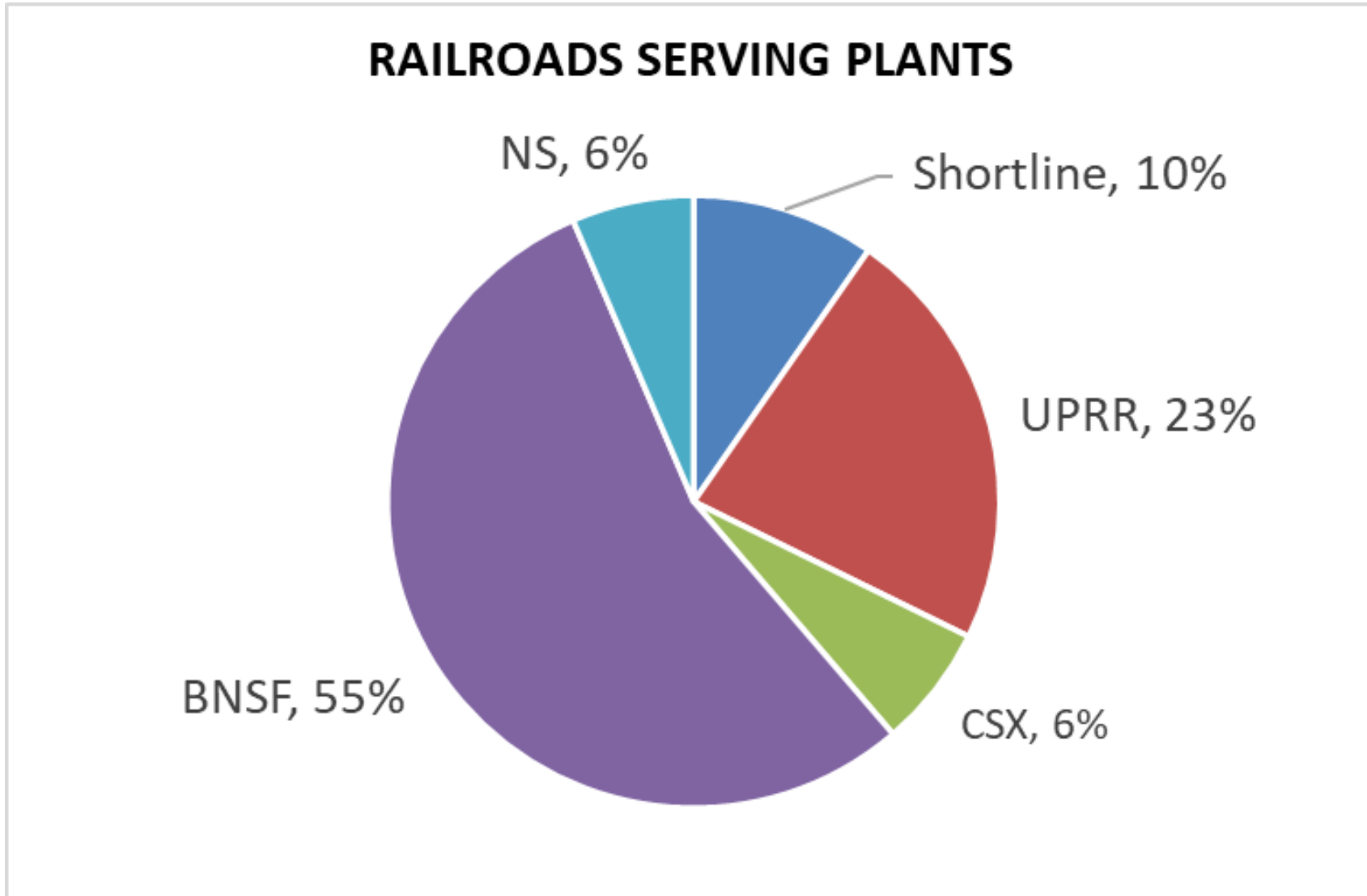
Freight Rail
Customer Alliance

NCTA

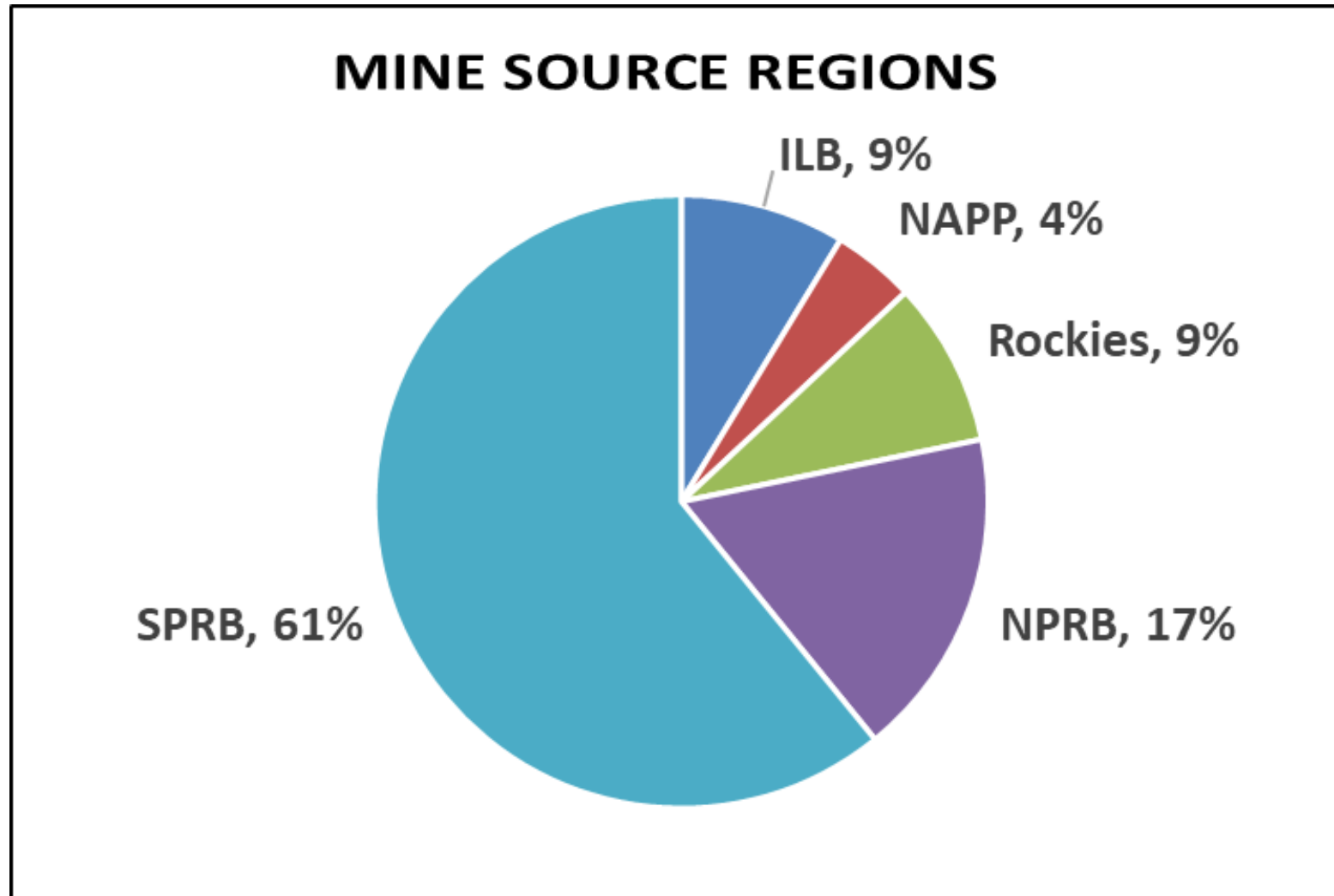


National Rural Electric
Cooperative Association
A Touchstone Energy® Cooperative 

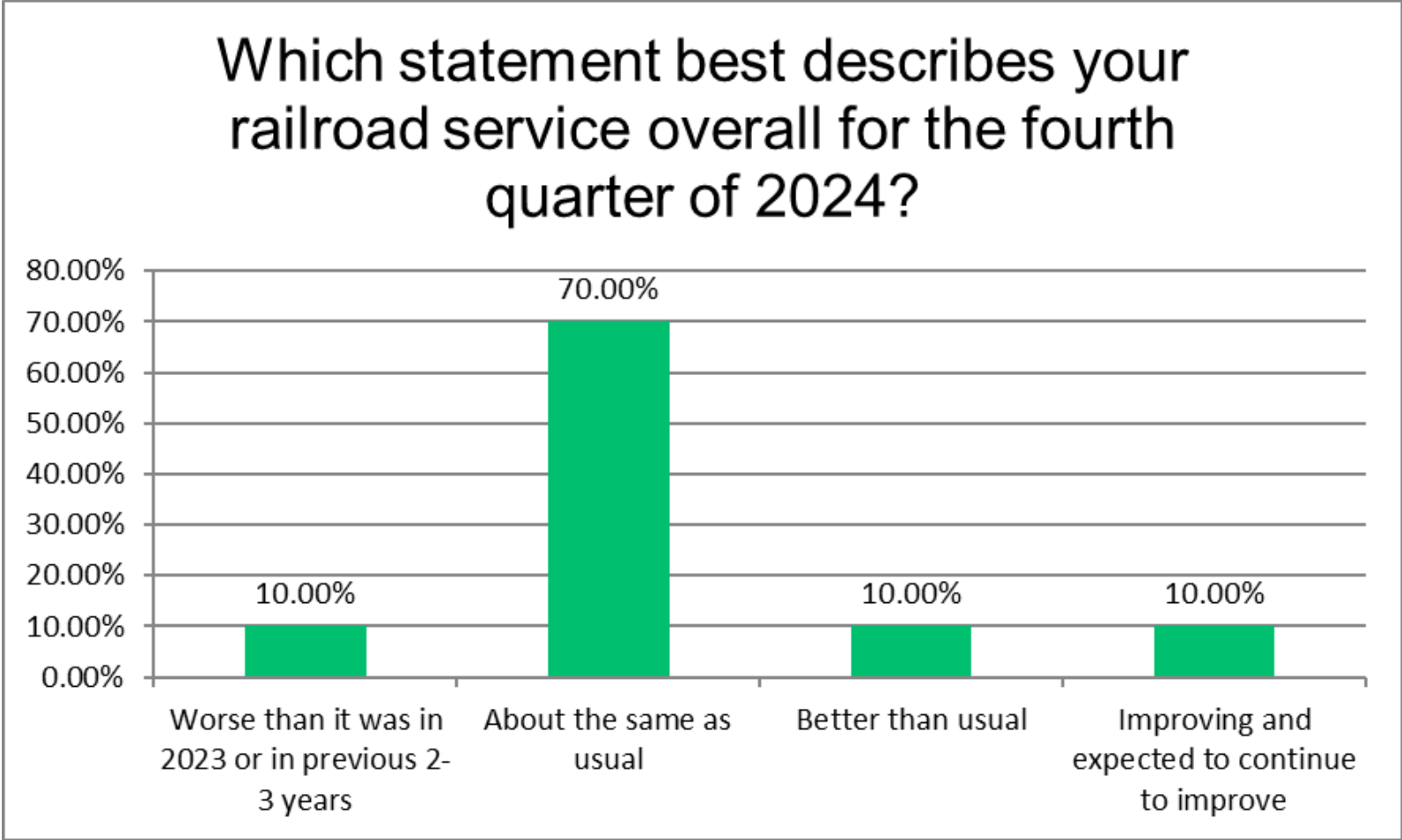
12th On Time Performance Utility Shipper Survey Oct – Dec 2024: 22 Plants Responded



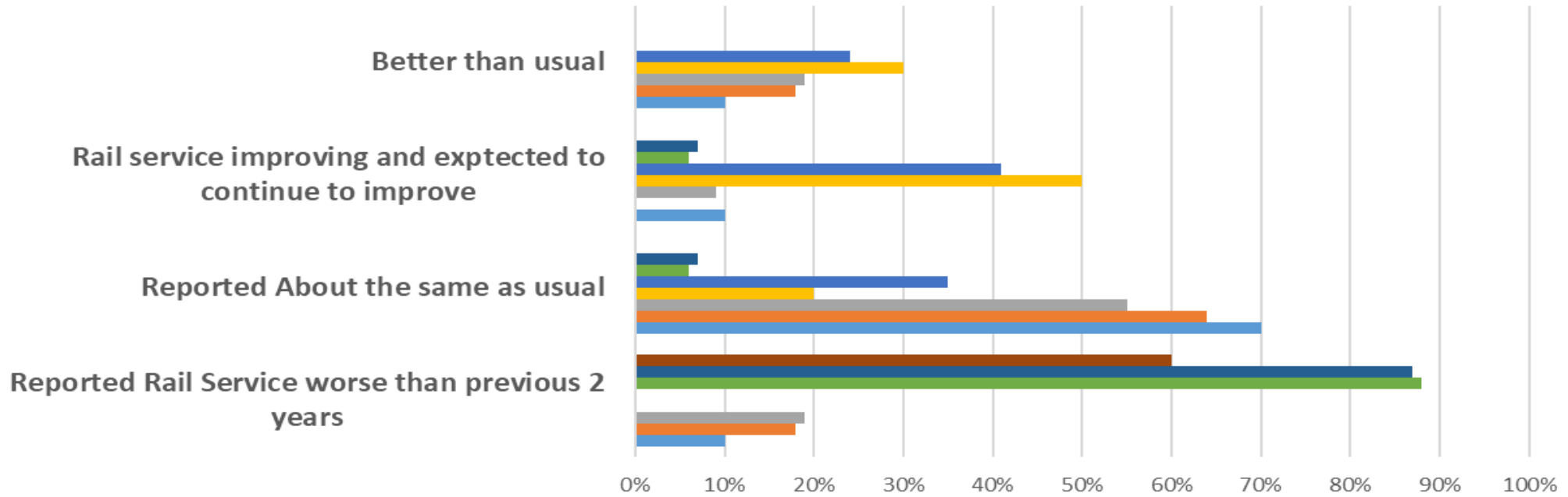
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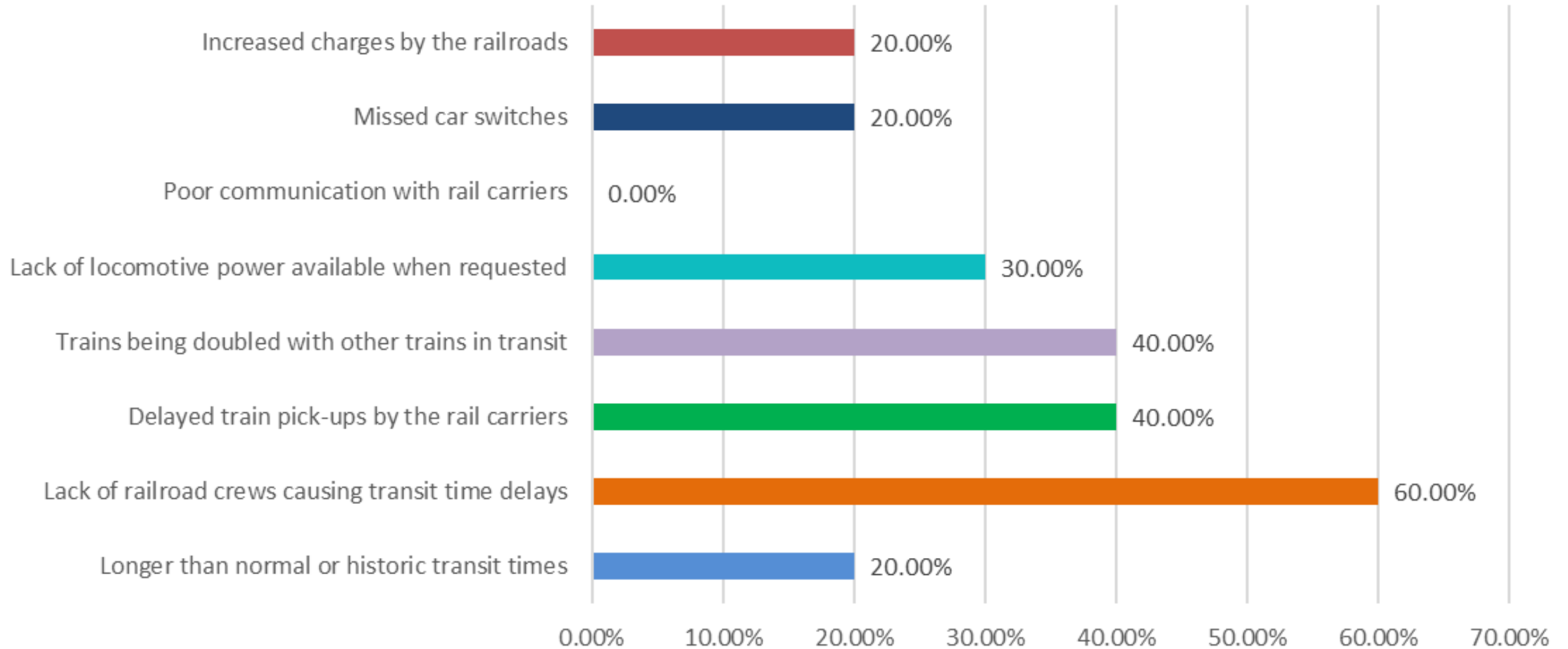
What Statement Best describes Rail Service Overall: July 2021 - Dec 2024



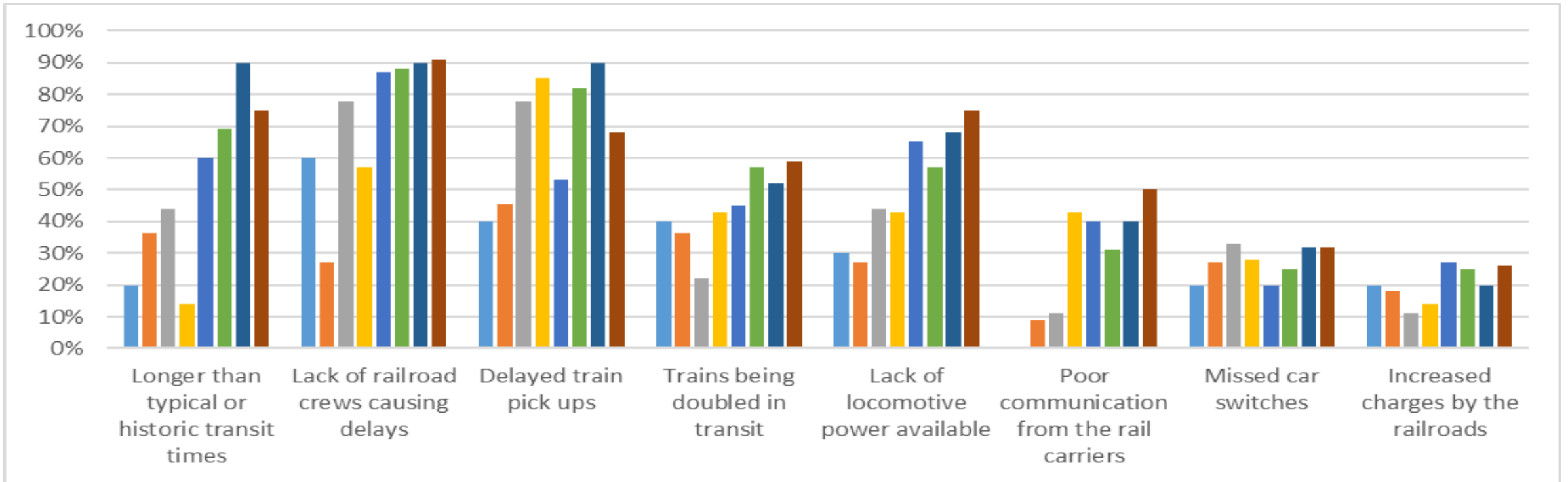
	Reported Rail Service worse than previous 2 years	Reported About the same as usual	Rail service improving and expected to continue to improve	Better than usual
■ July 2021-Dec 2021	60%	0%	0%	0%
■ Jan 2022-June 2022	87%	7%	7%	0%
■ July 2022-Dec 2022	88%	6%	6%	0%
■ Jan 2023-June 2023	0%	35%	41%	24%
■ July 2023-Dec 2023	0%	20%	50%	30%
■ Jan 2024-June 2024	19%	55%	9%	19%
■ July 2024-Sept 2024	18%	64%	0%	18%
■ Oct 2024-Dec 2024	10%	70%	10%	10%

■ 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 ■ Oct 2024-Dec 2024

What kind of railroad service issues did you experience in the fourth quarter of 2024? Check all that apply

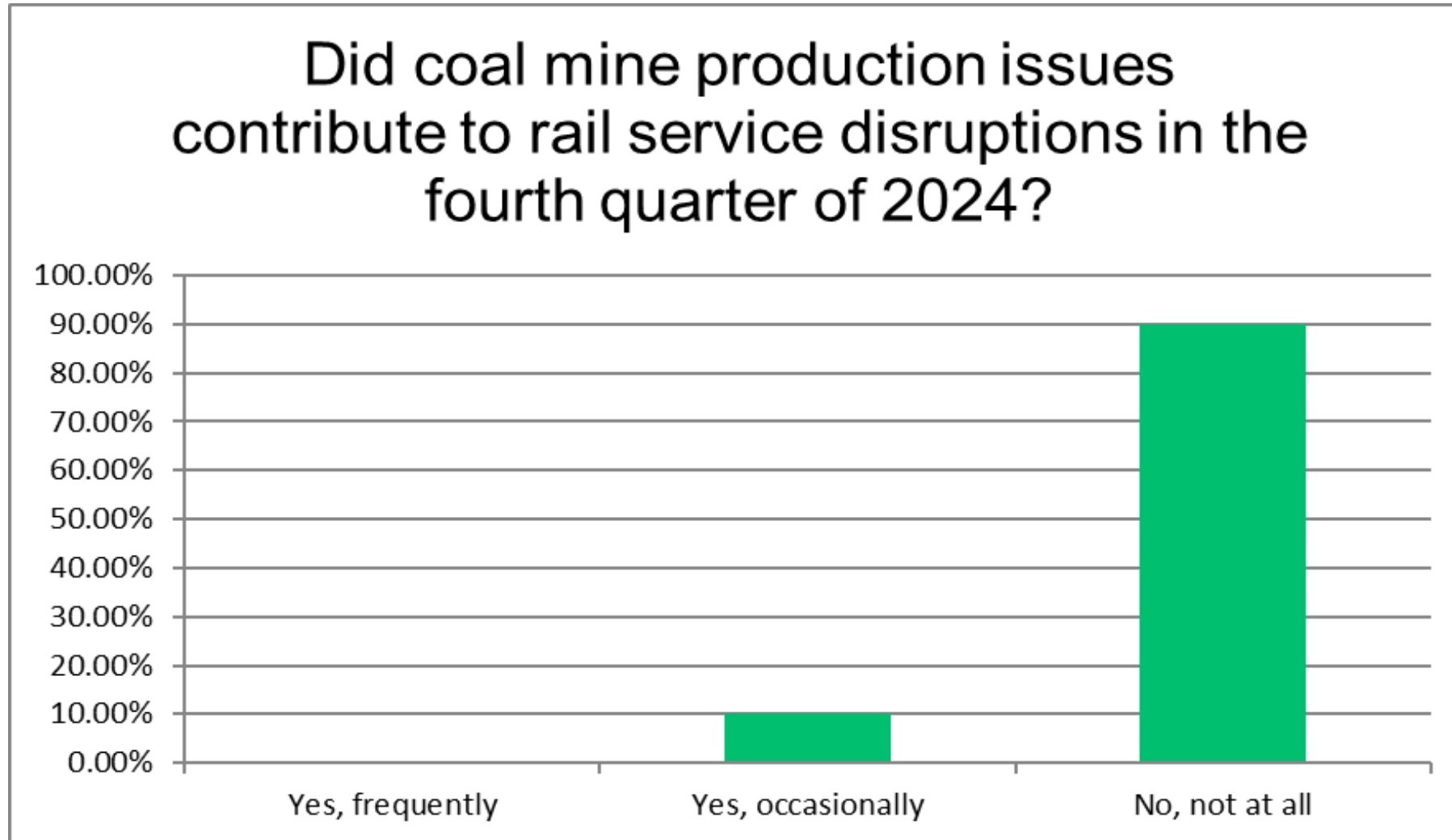


What Kind of Railroad Service Issues Have You Experienced (check all that apply) Oct 2024 - Dec 2024



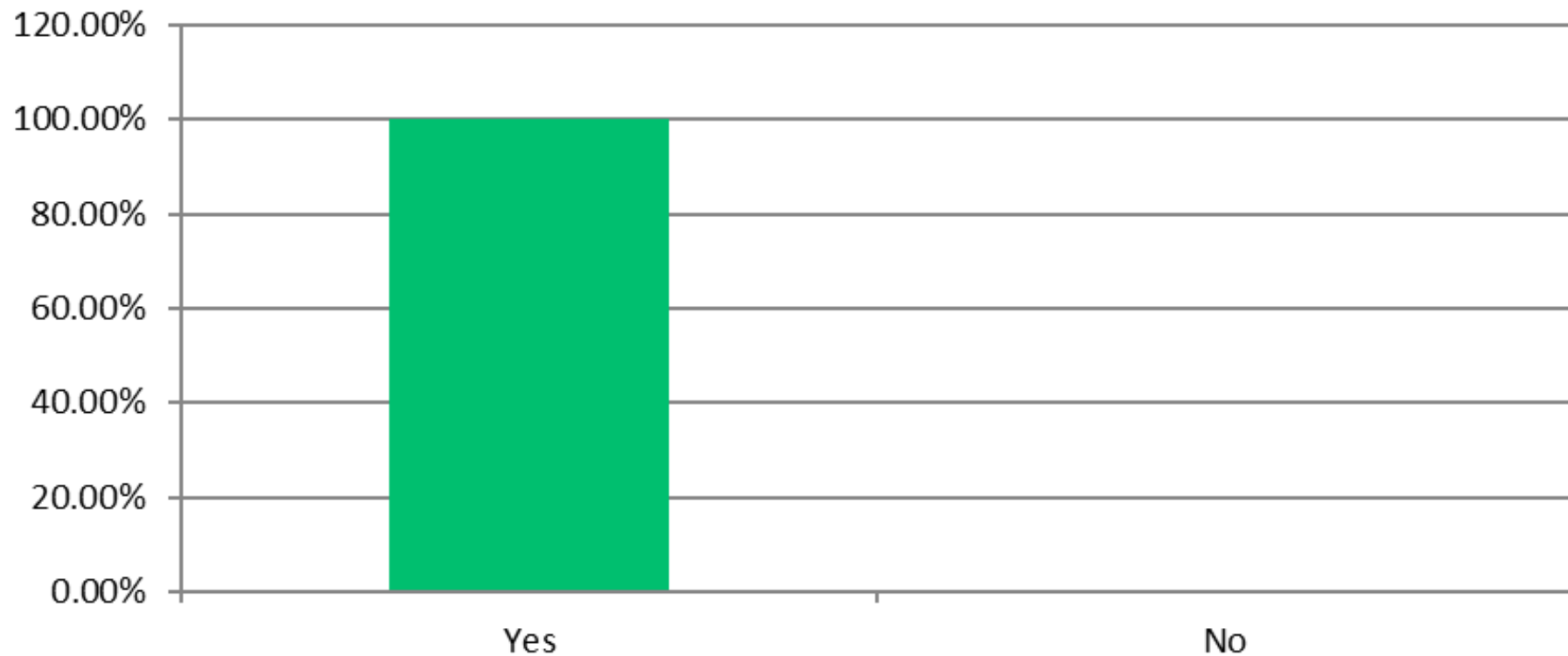
	Longer than typical or historic transit times	Lack of railroad crews causing delays	Delayed train pick ups	Trains being doubled in transit	Lack of locomotive power available	Poor communication from the rail carriers	Missed car switches	Increased charges by the railroads
■ July 2021-Dec 2021	75%	91%	68%	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%
■ Oct 2024-Dec 2024	20%	60%	40%	40%	30%	0%	20%	20%

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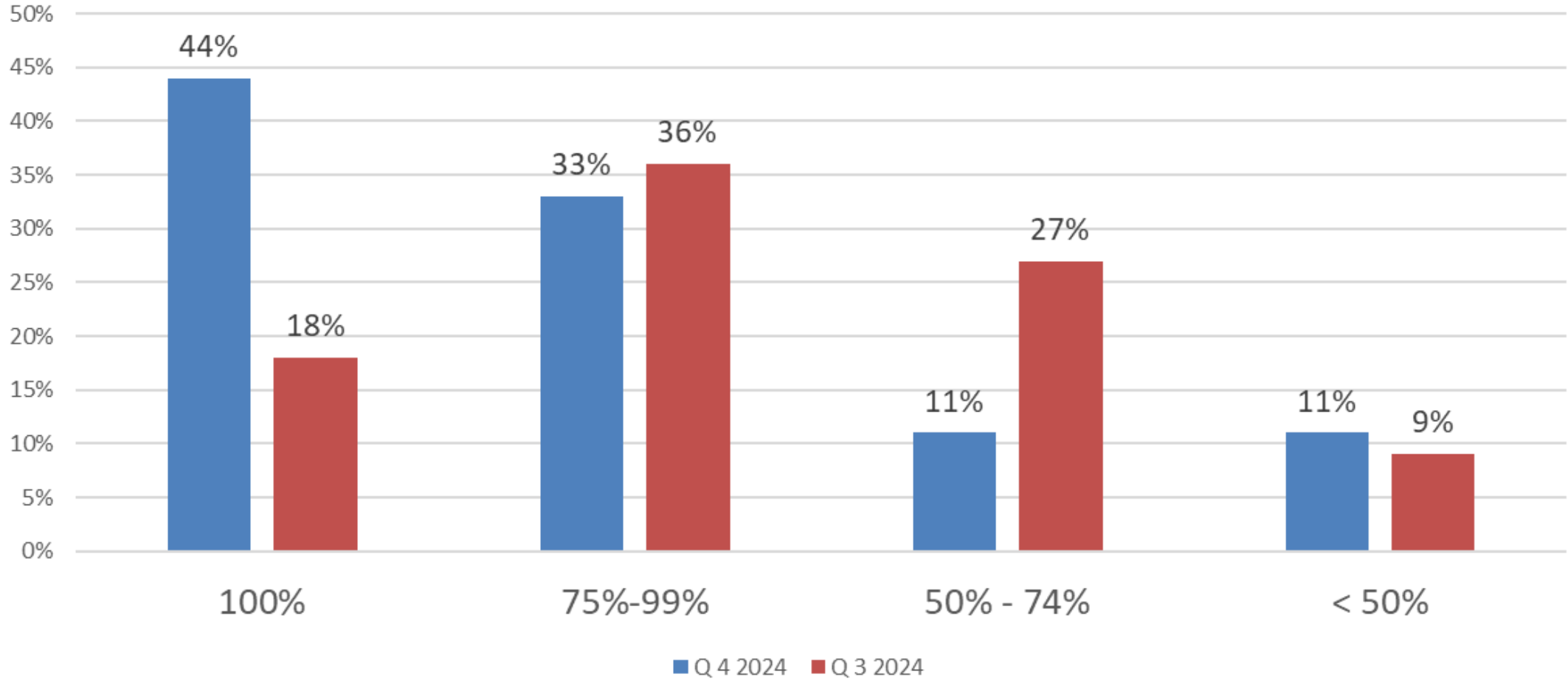


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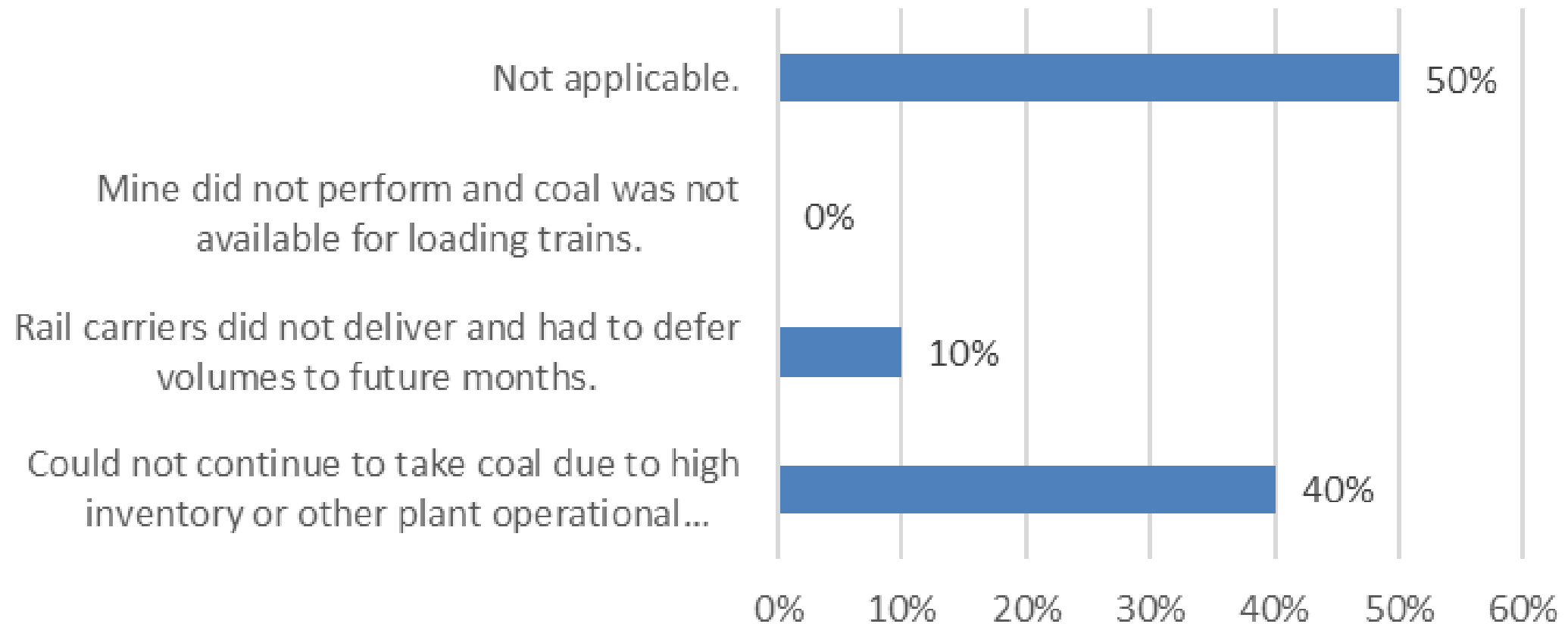
Did you submit an annual coal volume forecast to the rail carriers prior to January 2024?



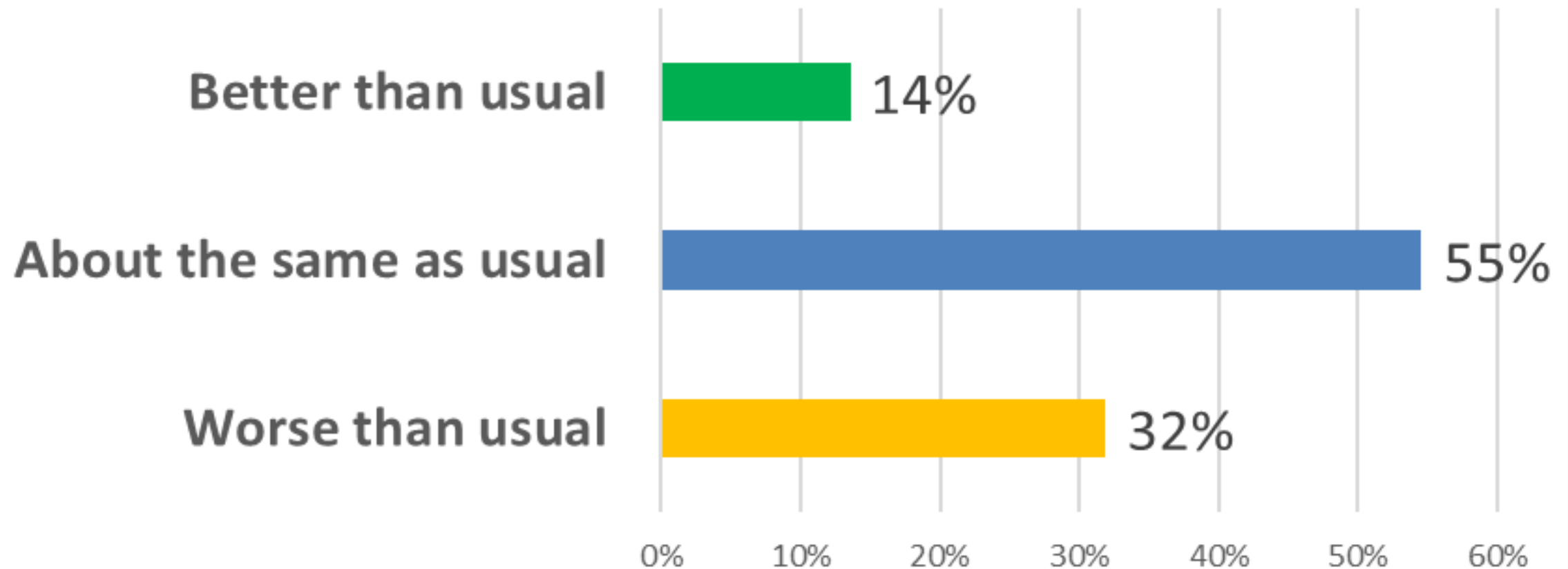
**If the answer to Question #7 was "yes," what percentage of the coal volumes that you nominated did you actually receive?
Q 3 Compared to Q 4 2024**



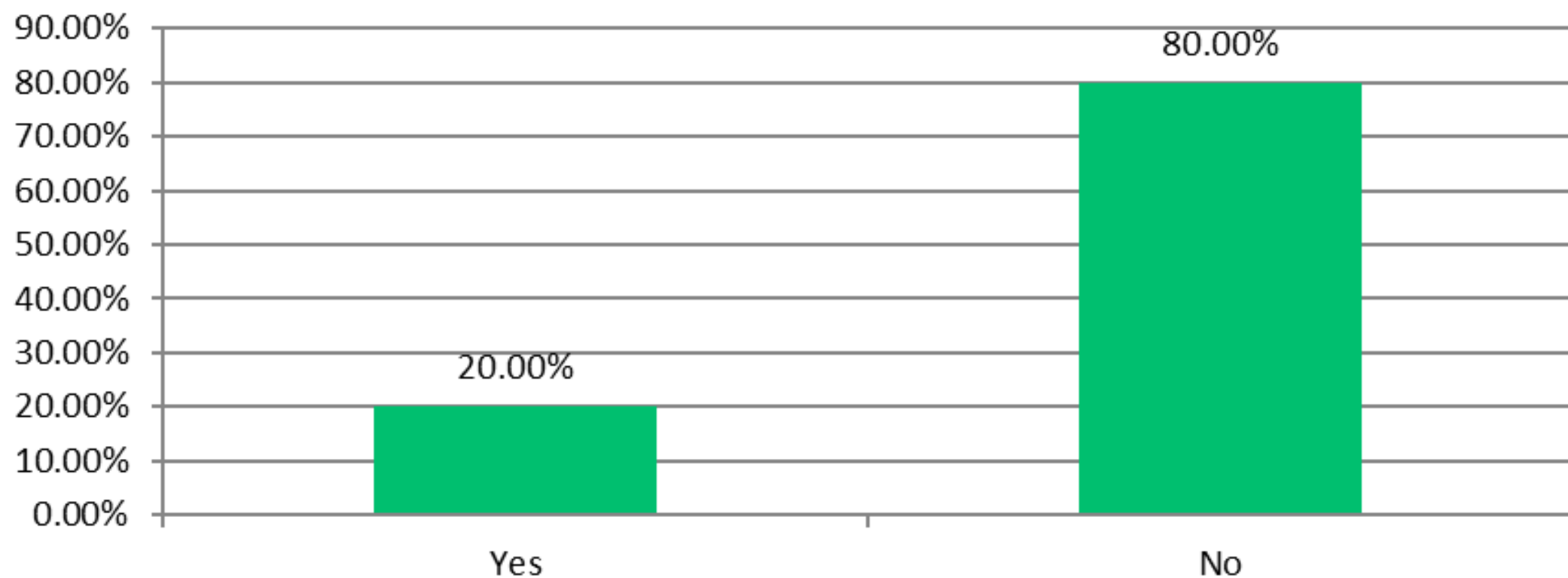
If you did not receive all of the coal volumes that you nominated in the fourth quarter of 2024, please share the reason(s). (Check all that apply)



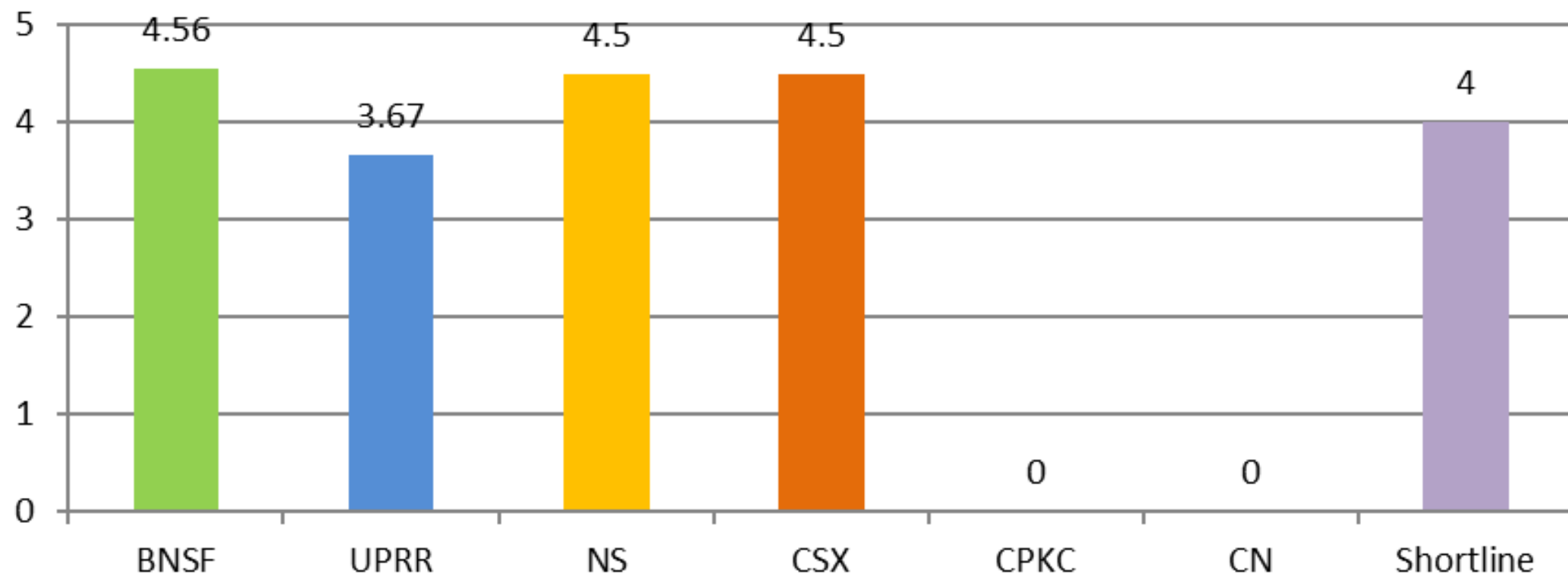
Based on typical train cycle times for your plant(s), please rate your “average round trip cycle time” for each plant for the fourth quarter of 2024



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



Shipper Quotes: Fourth Quarter 2024

- **If not for gas being very cheap, we would have had a hard time meeting load demand. Coal deliveries were much slower than historical cycle times.**
- **No complaints**

Key Takeaways from 22 Plants responding

- Rail Service is about the same for 70% of shippers. 10% say service is worse than usual, 10% - Better, 10% - Improving
- Cycle times are longer than usual: 20% (Down from 36%)
- Delays with train pick up requests: 40% (Down from 45%)
- More trains being doubled in transit: 40% (Up from 36%)
- Lack of locomotive power: 30% (Up from 27%)
- Missed car switches 20%: (Down from 27%)
- Lack of RR crews available: 60% (Up from 27%)
- 0% complaints of poor communication – Down from 9%