



Craig Camuso
Regional Vice President
State Government Affairs

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August 29, 2017

Mr. Bryan Tolar, President
Georgia Agribusiness Council
P.O. Box 119
1655 South Elm Street
Commerce, GA 30529

Dear Bryan:

Thanks for your recent letter highlighting the challenges that some Georgia Agribusiness Council members have been facing as CSX continues implementing changes to optimize the movement of freight on our extensive rail network. I fully understand and appreciate that these changes have resulted in some temporary, unintended effects on some of your member companies, who are also CSX customers, and I apologize for the service issues they have experienced.

As you know, agribusiness is an extremely important market for our company, and I can assure you that providing good, reliable service is a top priority. As such, CSX takes the concerns in your August 9 letter very seriously.

The overriding objective of CSX's new operating plan is to provide superior and reliable service to our customers that will provide them a competitive advantage and contribute to American business success. The changes we are implementing today will deliver measurable improvements in key service metrics, resulting in our customers' freight moving more consistently, reliably and cost efficiently across our network.

These transformational changes in many cases are profound. They require significant investment in our network and training for our employees, as well as adjustments on how we move freight for our customers. While this effort to create more reliable and cost-efficient service has yielded some challenges, recent service data shows that our performance is getting better. CSX's dedication to our customers and the great effort we put forth to deliver customer service have remained constant and we are committed to working through and resolving these service issues as quickly as possible.


Page Two

The entire CSX team is in real-time dialogue with our customers, industry officials and regulators. We are working 24/7 to make the changes necessary to improve our ability to address customer concerns and to improve the flow of information. Our operating team is making adjustments to improve car cycle time through our terminals that will ultimately reduce dwell time and provide customers throughout our network greater reliability and improved transit times. These efforts will help restore fluidity to the supply chain and address the concerns you highlighted about recent service disruptions.

With respect to the other issues in your letter, we will continue to work directly with our customers and your members who have expressed concerns as we move forward, and encourage them to continue bringing issues to our attention as we accelerate our new operating plan. CSX appreciates the trust that customers place in us and our dedication to them is unwavering. CSX customers with specific comments or questions should be directed to our customer service line, 877-744-7279, which is staffed 24 hours a day. They can also email me at Craig_Camuso@csx.com or Tim McNulty, our Vice President for Agriculture and Mineral Products, at Tim_McNulty@csx.com. We'll direct them to the appropriate contact.

I thank you for your friendship over the years and the good work you do in representing the many members of the Georgia Agribusiness Council.

Sincerely,

A handwritten signature in black ink, appearing to read "Craig Camuso". The signature is fluid and cursive, with a large initial "C" and a long, sweeping underline.

Craig Camuso
Regional Vice President – State Government Affairs

cc: Mr. Tim McNulty, CSX Agriculture & Mineral Products