



8590 Ernest Road  
Gasport, NY 14067

Jerry Conner  
General Manager  
Transloading Services, Inc.

Dear Mr. Conner,

I would like to thank you and your team for a job well done this past winter at AES Westover in Johnson City, NY. Like many of the coal plants in the Northeast, we suffered problems do to frozen coal in the railcars. The winter was extremely cold and we were unable to keep up with our burns, even with the thaw sheds. Without your assistance, we probably would have been faced with derating the units or possible shutdown. The mobilization and response of your team was very impressive. Your team was able to unload the frozen cars at the same rate our equipment and Material Handling Team unloads normal cars. Your team's dedication and willingness to stick with the job to get us back up to a comfortable inventory level was outstanding. Also, your equipment handled the frozen coal flawlessly.

I would be happy to recommend your services to fellow colleagues in our industry. Thank you once again.

Best Regards,

A handwritten signature in black ink, appearing to read 'John R. Bigalbal'. The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

John R. Bigalbal  
Director of Solid Fuel, AES North America



## Memorandum

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06/30/03

To: Jerry Conner  
From: A. Tom Grube  
Subject: Portland Station Dumper

cc:

Due to the fact that our rotary car dumper was out of service, and had the potential to be out of service for quite some time, we called Transloading Service Inc. at the recommendation of Norfolk Southern. That very same day Jerry Conner and Rudy Metz met with us. One day later they were unloading coal cars on our site. We get unit trains that consist of 130 cars and our burn rate is approximately 200 ton per hour. Transloading meet our needs, we never lost any generation because of our dumper problem, they keep us going, and at the worse time of the year, November and December. I could not be more pleased with the job that Transloading did for us. They come highly recommended from me.

On a personal note, I would like to thank Jerry Conner and Dennis Martin for the wonderful job they did for us. At the time of our accident my coal pile inventory was a little low. We had a real threat of shutting down our units. As you could imagine my boss was not happy, which put me under a lot of pressure. Jerry and Dennis came in and took over unloading coal like nothing ever happened. Thank you both.

A handwritten signature in cursive script, appearing to read "A. Tom Grube".



# NORTH SHORE RAILROAD COMPANY

356 Priestley Avenue, Northumberland, PA 17857

Phone: (570) 473-7949

Fax: (570) 473-8432

June 30, 2003

Jerry Conner  
Transloading Services, Inc.  
PO Box 12426  
Roanoke, VA 24025

Dear Jerry Conner:

The North Shore Railroads are proud to recommend Transloading Services, Inc (TSI) for any project, to any customer.

Since first meeting Transloading Services Sales Representative Rudy Metz a little over 2 years ago, we have been able to develop an excellent business relationship with TSI that enables our system of eight Shortline railroads to partner with TSI in developing, building, and maintaining new railroad business. So much so, that we won the American Shortline & Regional Railroads Association's, 2003 Marketing award for business development in Aggregates. Our Shortline Nittany & Bald Eagle Railroad has grown rail aggregate business from 7,600 tons in 1994 to 1.1 million projected tons in 2003. Of this new rail business, TSI handles over 30% of it at various transloading operations in Pennsylvania. They do it efficiently, professionally, and safely with a flexibility that is unmatched.

In closing, The North Shore Railroads highly recommends the services of TSI. We enjoy working with them and expect more business to develop as a result.

Sincerely,

Todd Hunter  
Director of Marketing  
North Shore Railroads

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