



March 21, 2011

Dear Rail Direct Customer,

As we prepare for another successful summer program, we are aligning our resources to ensure we're meeting both your volume and delivery expectations. Utilization and allocation of our rail fleet and yours (if applicable) during the busy application months is a primary goal. The following are key factors that will assist us in ensuring flawless execution:

- Prior to April please provide ESI Supply Chain of your monthly projections for the upcoming season
- Advanced ordering for future delivery dates versus “at once” orders will assist in both maximizing rail car utilization and servicing your customers
- Please adhere to a 2 day unload time from time of car placement. Be aware and avoid rail road demurrage charges. Please communicate any delays with unloading.
- Rail car releases should be submitted same day as unload
- Fall out in rail car is a real possibility with this product so rail cars should be unloaded as soon as possible
- Prior to the release of empty cars, please notify ESI via email of any cars with noticeable fall out or mechanical issues. Mechanical issues may include:
 - Manway bolts and seal
 - Ladder
 - Valve operation
 - BOV cap – must be secured and tight on threads before releasing car
- Rail cars are weighed prior to loading to ensure the maximum allowable weight of the rail car. Volume will vary depending on the specific gravity of the product.
- ESI has a small number of rail cars with limited loading capacity (less than 95 tons) and will do everything possible to keep those cars out of your network
- Email notifications of UP's Bill of Lading creation will be automatically sent to email address provided to us by you
- “Steel Roads” automated car tracing emails will be set up with email addresses of your choosing. Please provide to Shane (listed below)
- Orders received by ESI with at once shipping requirements will be handled with a <5 day target between order date and actual ship



- Orders going beyond the 5 day order to ship window will be communicated via email
- Service delays, as identified, will be communicated via email to the “contact” provided to Shane

Below is the list of additional ESI Supply Chain contacts. We are committed to a successful summer season so please feel free to reach out to us at anytime.

Shane Danhoff	Primary	970-397-3923	sdanhoff@envirotechservices.com
Mary Roth	Back-up	970-395-7731	mroth@envirotechservices.com

Sincerely,

Brian Snyder

Supply Chain Manager

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