

Coal Dust Complaint Procedures Established

The Alaska Railroad Corporation (ARRC) and Aurora Energy Services (AES) are pleased to announce enhanced community outreach efforts associated with coal handling in Seward. The following coal dust complaint procedures will streamline the process and send citizen input directly to the people who can respond quickly when needed:

- Deliver a written complaint directly to the Coal Loading Facility offices at 903 Port Avenue in Seward. Normal business hours are 8-5 M-F, but when shiploading operations are occurring, AES staff are present virtually around the clock. Due to safety concerns during operations, hand delivery should be made only to the business office, not elsewhere on the grounds of the facility.
- Deliver a verbal or written complaint to the following ARRC or AES managers, who are often on-site during coal handling operations:
 - AES General Manager (currently Rob Brown) (907-378-3529)
 - AES General Foreman (currently Vic Stoltz) (907-224-5697)
 - AES Officer Manager (907-224-3120)
 - ARRC Director of Facilities (currently Paul Farnsworth) (907-265-2540)
- Leave a message on ARRC's dedicated phone line (907-265-2374) or email coaldust@akrr.com (contact information is also posted on ARRC's website). These are routinely checked during normal business hours and forwarded to the facility for response.

All dust complaints are logged and will be promptly assessed and acted upon as necessary. ARRC and AES will also report all dust complaints to ADEC.