

CONRAIL CUSTOMER WINTER PREPAREDNESS GUIDE

- Conduct regular winter inspection of rail siding.
- Keep all switches clear of snow and ensure correct drainage.
- Remove accumulation of snow and ice on and around the tracks and in the flangeways that may contribute to or cause train derailments.
- Pay particular attention to flangeways which run through private or public roads.
- When clearing snow accumulation around the track, ensure the snow is moved 12 feet from track.
- During severe snowstorm conditions, if your facility is closed or cannot be serviced by Conrail, call the Conrail Customer Service team.
- Notify Conrail once your conditions are cleared and your facility is safe to serve.
- The specific responsibility for snow removal is defined in your private sidetrack agreement. In general, the customer is responsible for snow removal up to the main track switch.

Customer Service Support Center

856-231-6401 – Manager on Duty

856-231-6424 – Chief Clerk

