



Monday, 18 February 2019

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to National Customer Advice - Derailment To 5PS6 - Significant Delays - Update 2.

Any further updates will be published on the AHG RL website www.ahgrl.com.au.

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics

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NATIONAL CUSTOMER ADVICE

Sunday, 17 February 2019

CUSTOMER SERVICE CONTACTS

5PS6 Derailed at Kultanaby (SA) PM 16/2/19 - Update #2

Dear Pacific National Customer,

The derailment site was handed back to the recovery team from the ARTC investigators early this afternoon and the recovery process has begun.

The first stage is to re-rail the wagons that are derailed but upright and along with the wagons at each end of the train that were not derailed, clear them from the site.

The full extent of the track damage is still being assessed and this will be known better in the morning.

PN persons onsite are undertaking a survey of all damaged containers and details will be provided to those customers concerned.

The following is the status of services currently impacted by the derailment.

Westbound

- Train 6MP4 (conveying services 6MP4, 6AP4/L/H)
 - *Stabled at Coondambo*
- Train 7MP7 (conveying service 6MPM,6MPE,6MP5,6MPB,6MPX,7APM,7APE,7APX,7APT)
 - *Stabled at Port Augusta*
- Train 6SP7 (conveying services 6SP2, 6SPA, 6SPW)
 - *Stabled at Port Augusta*
- Train 6MP5 (conveying services 6MP5/B/T, 7AP5/B/T, 7AP8)
 - *Stabled at Adelaide*
- Train 7SP7 (conveying services 5BP5, 5BPE, 6SP3, 6SP2, 6SPE, 6SPS)
 - *Stabled at Broken Hill*
- Train 7SP5 (conveying services 6BP5, 6SP9, 7GP5, 7SPS)
 - *Stabled at Broken Hill*
- Train 7MP5 (conveying services 7MP5, 1AP5)
 - *Stabled at Adelaide*

Eastbound

- **Train 5PS6 (conveying services 5PS6, 5PB6)**
 - ***Derailed at Kultanaby***
- Train 6PS7 (conveying services 6PB6, 6PG5, 6PSP, 6PSE, 6PSEE)
 - *Stabled at Cook*
- Train 6PM7 (conveying services 6PMP, 6PME, 6PMX, 6PAP, 6PAE, 6PAX)
 - *Stabled at Cook*
- Train 6PM6 (conveying services 6PM6, 6PMT,6PA6)
 - *Stabled at Golden Ridge*
- Train 1PM5 (conveying services 1PM5, 1PMT,1PA5)
 - *Cancelled*
- Train 1PM6 (conveying services 7PS4, 7PG6, 1PS9, 1PA5)
 - *Cancelled*

An estimated re-opening time is still not known and a further update will be provided tomorrow morning.

Should you have any further queries or require additional information, please do not hesitate to contact your local Customer Service Centre or State Sales Manager.

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