



May 20, 2016

Dear Valued Customers,

As the busy summer season approaches, we would like to address a concern that many of our customers have at this time each year regarding our barge arrival times.

The question typically asked is: "Why, when the need and urgency is greatest, are barge arrival times different than they are in the winter?" Each summer, we see significant (almost double) increases in construction freight, fish processing supplies and tourist goods along with greater amounts of merchandise from local stores. When the salmon return in June, July and August, we see even more volume. Everything peaks at the same time.

This results in summer challenges with receiving, loading, barge travel time, unloading, and delivery time. Moreover, the summer low tides in the Wrangell Narrows often cause us to hold up before we get to Petersburg. Now, even though this is normal and happens every summer, our barge arrival times end up a half-day to a full-day later in the summer than in the winter months.

We understand that there may be frustrations the normal summer schedule can cause and we sincerely apologize. We continually look for ways to increase service levels and efficiency, always with an emphasis on safety.

All of us at AML appreciate your business and we truly hope that you are having a safe and prosperous busy season. If you have any questions please contact your sales representative or our customer service department and we would be happy to help. Thank you for your loyalty and your patience.

Sincerely,

Jake Maenpa, Director of Sales
Alaska Marine Lines

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