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**24 hour National Helpline
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16 March 2018

Dear Claire and Richard

Reading – Newbury railway line upgrade work

This week we have been extending platforms and installing overhead electric lines between Reading and Newbury as part of our Railway Upgrade Plan. Completing this work later in the year will enable new trains, with more seats and better on-board facilities, to be introduced to serve stations right across the route.

The upgrade work scheduled for this week was completed on time this morning. Unfortunately, an engineering vehicle, not connected with these upgrade works, caused damage to the railway near Westbury in the early hours. Our maintenance teams have been on-site since the incident fixing the problem. Long distance trains from the west have been affected with delays and cancellations, however local trains have still been able to run as normal.

Let me apologise to passengers who have been affected by this issue today, and thank them for their continued patience while we undertake the largest modernisation of our railway since Victorian times.

The next temporary closure of the railway will take place between Monday 23 April and Thursday 26 April. Full information, including details of rail replacement services, can be found on the GWR website at **GWR.com/Newbury2018**.

Your constituents, members of the public and passengers can keep track of our work by following us on Twitter @**networkrailwest** where pictures and videos will continue to be posted.

Yours sincerely,

A handwritten signature in blue ink that reads "Mark Langman".

Mark Langman FRICS
Western Route Managing Director