



Great Western Railway

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GWR.com

Dear Richard and Claire

We have written to all season ticket holders impacted by the electrification work between Reading and Newbury, and I thought it would be helpful to share the content with you both.

In March and April, Network Rail completed the first two phases of electrification work between Reading and Newbury, with the line handed back on time for both weeks.

Unfortunately, damage to a set of points, unconnected to the work, meant the line did not fully re-open on Friday 16 March, and severe weather kept the line from Bedwyn to Newbury closed on Monday 19 March. We are sorry for the additional inconvenience this caused.

We are now reviewing how our alternative travel arrangements worked through these first two closures and are looking at how we can make improvements. If you have ideas you want to pass on, please let us know using the feedback form on our dedicated web page [GWR.com/Newbury2018](https://www.gwr.com/Newbury2018). We cannot guarantee to implement every suggestion, and some will take more time to put in place than others, but we welcome the direct feedback.

We promised to keep you updated on the full work programme. Network Rail has now finalised dates for the year, and we have updated the web page. Most of the work will continue to take place on weekdays, as shown below. There will also be some limited weekend and overnight work which is listed on the website, in separate categories to help you identify where work will impact your journeys.

The full weekday work programme:

- *Monday 14 – Thursday 17 May*
- *Saturday 2 – Thursday 7 June*
- *Monday 9 – Thursday 12 July*
- *Monday 16 July to Sunday 5 August*
- *Tuesday 28 – Thursday 30 August*
- *Monday 8 – Thursday 11 October*
- *Monday 19 – Thursday 22 November*

As with any major project, the dates are subject to change. We will keep you and the web page updated if this happens. The web page also includes a journey planner showing bus and rail connections, details of other travel options, and information on

alternatives where you can use your rail or car park season ticket.

We have also been asked about compensation for season ticket holders, and we can now confirm that customers who have seen journeys extended by over 30 minutes will receive a goodwill gesture. This will be calculated at 25% of the daily rate for each weekday the work affects. Cheques will be sent out later in the year.

Once complete, electrification between Newbury and Reading will mean we can operate brand new electric trains to Newbury replacing local diesel, turbo trains, and can also operate our brand new long distance Intercity Express bi-mode trains in electric mode on this stretch. This combination will mean we can bring you more seats and faster, more frequent journeys.

We understand the significant impact on your journeys this year and want to make the line closures as straightforward and as pain free as possible. We will keep the web page up to date and will have staff on hand at stations, on trains and on buses to help. If you think there is something more we can do, please let us know. We cannot guarantee to introduce it, and we certainly cannot avoid the work happening, but we are ready to listen and do what we can to try and make it easier.

Thank you for forwarding constituent feedback for the first two line periods of line closure. We are continuing to refine the alternative services being offered and we will be happy to look at any other ideas you, or constituents might have.

Best wishes

Mark Hopwood
Managing Director