



Iain MacKenzie  
Customer Relationship Executive  
Network Rail  
Western House  
1 Holbrook Way  
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SN1 1BD

22 December 2021

Copy to: Alex Aitken / Lucy Russell

Dear Iain

### Heathrow Airport Limited (HAL) – May 2022 Timetable Offer

Thank you for your letter of the 17 December 2021, received at 19.44, concerning the May 2022 Timetable Offer.

MTREL received the timetable offer at 15:16 on 17 December 2021 and we were pleased to see that we had been offered our Firm Contractual Rights for two trains per hour in each direction between London Paddington and Heathrow Terminal 5 seven days a week.

Given that the timetable offer was received later than usual due to the 'Change Strategy' our planners immediately set to work validating the timetable.

I was therefore disappointed and confused to receive your letter, which seems to suggest that the timetable offer has been made in error, leaving questions as to its status. There is no clear explanation as to how Network Rail or HAL propose to rectify the situation, other than the reference in your letter to a meeting being arranged in the first week of January 2022.

This is certainly an unprecedented situation and MTREL will be taking urgent advice. It makes it very difficult for MTREL to plan its business with any certainty and doesn't represent an efficient and timely process that operators are reasonably entitled to expect.

We will continue to validate the timetable offer received at 15:16 on Friday 17 December 2021 and will respond on 7 January 2022 in line with the Change Strategy.

MTREL reserves all its rights, including to refer the matter for dispute to the ADC and to claim all expenses, including for abortive work and any legal costs, associated with this situation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mike Bagshaw'.

Mike Bagshaw

Planning & Performance Director

