

**Sent on behalf of Becky Lumlock, managing director of Network Rail’s Wessex route, and Andy Mellors, managing director of South Western Railway**   
  
Dear Mr Lord  
  
**Disruption on the South Western Railway network – 24.10.2018**  
  
We are writing to you about disruption on the South Western Railway (SWR) network today and to advise you on what we have done to update passengers and get people moving.   
  
Early this morning there was a major signalling fault between Woking and Surbiton, on the south west main line – one of the busiest parts of our network.   
  
This meant SWR was only able to run a very limited service on main line and suburban services in and out of London. Services had already been amended today due to ongoing RMT industrial action.   
  
Our engineers were on site as quickly as possible and repaired, tested and brought the equipment back into use by around 10.40.   
  
**Services are currently running through Woking and Surbiton, but may be delayed or revised. A recovery plan is in place to try to improve the service ahead of the evening rush hour.**   
 **Passengers are strongly advised to check before they travel for the rest of today through** [**SWR**](https://protect-eu.mimecast.com/s/cfIgCq7zvFzBkyQsZU0GI?domain=southwesternrailway.com) **or National Rail Enquiries.**   
  
**We are sorry for any inconvenience this may have caused to you and your constituents. We have also apologised publicly for the disruption.**   
  
We updated passengers about the disruption as quickly as possible and advised people to travel by alternative routes, where possible. Ticket acceptance was arranged with other train operators, including GWR, Southern, CrossCountry, and for TfL services.

Yours sincerely   
  
**Becky Lumlock                                                            Andy Mellors**

**Route Managing Director, Wessex**                                **Managing Director  
Network Rail                                                                 South Western Railway**