PETERBOROUGH – ELY – NORWICH RAIL USERS GROUP

Newsletter – October 2026

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Welcome to our autumn newsletter. This edition includes:

- **A detailed review of performance during a difficult summer**
- **A round-up of news in brief**
- **Your journey experiences including day trips to Leicester, Skipton, Peterborough . . . and Gloucester!**
- **Visit to Crown Point**

PERFORMANCE REPORT – AUGUST / SEPTEMBER 2026

OVERVIEW

This summer we took a closer look at the how our train operators fared against a background of challenges, many of them infrastructure related. Our report for August and September does not attempt to cover all the issues that arose but it hopefully sheds some light on the passenger experience whilst recognising that many journeys went smoothly despite the long distances involved.

These were the recurring themes:

- EMR cancellations due to train faults
- EMR short formations – typically two coaches instead of four
- Some EMR trains being diverted and not calling at Ely and/or Sheffield
- Disruption for all operators due to signalling faults

Services operated by GA and XC over our route were generally good. EMR had the biggest problem delivering the advertised service. We will continue to work with fellow stakeholders to ensure a more acceptable level of service is provided.

AUGUST

We began our monitoring on Tuesday **4 August** when the 16.52 Norwich to Manchester Piccadilly was cancelled about 15 minutes after its scheduled departure time due to a train fault.

On Wednesday **5 August** the 11.51 Liverpool to Norwich was delayed at March and terminated at Ely 33 minutes late. 14.52 Norwich to Liverpool was partially cancelled due to a train fault but the journey was able to operate from Ely. The 17.50 Norwich

to Sheffield also started from Ely. By late afternoon EMR and GA services were being delayed due to a signalling problem between Ely and Brandon.

Worse was to follow on **6 August** with EMR unable to operate between Sheffield and Liverpool Lime Street from just before 14.00 due to power supply problems at the Manchester Rail Operating Centre. EMR trains continued to run between Norwich and Sheffield with the disruption lasting for the rest of the day. A ‘do not travel' warning was issued for passengers intending to travel beyond Sheffield.

EMR reported overcrowding on Monday **10 August** with the 09.52 and 10.52 services from Norwich to Liverpool said to be full and standing from Thetford and Ely respectively. The 11.51 from Liverpool to Norwich was reported to be full and standing – from Liverpool.

On **11 August** the 13.52 Norwich to Liverpool was cancelled between Norwich and Nottingham due to a shortage of train drivers.

As the Met Office issued an amber extreme heat warning in mid-August, EMR advised passengers to use its trains for essential travel only. On **12 and 13 August** Liverpool – Norwich services only ran between Sheffield and Norwich, often with short formations between Sheffield and Nottingham.

To add to these problems, a fault with the signalling system at Eccles Road resulted in the suspension of EMR and GA services between Ely and Norwich from late morning on Thursday **13 August**. The 10.52 Norwich to Sheffield terminated at Wymondham. The 09.50 GA Stansted Airport to Norwich was held at Brandon for 53 minutes and was 72 minutes late on arrival at Thetford. Repairs and testing on the signalling were completed by 13.30.

By Friday **14 August** some trains were running to and from Liverpool Lime Street but this time most of the cancellations on the Liverpool-Norwich service were on the Nottingham-Norwich portion of the route which EMR’s website attributed to train faults. Many of the trains that did run again had short formations.

A signalling fault at Waterbeach delayed some Stansted Airport – Norwich trains late morning on Sunday **16 August** with the 11.46 service recorded arriving in Norwich 49 minutes late. Services were returning to normal by early afternoon.

With cooler conditions on Monday **17 August** a near normal service was in operation. However, the 09.25 XC service from Stansted Airport to Birmingham was cancelled due to a shortage of train drivers.

On Tuesday **18 August** there were two early morning EMR cancellations from Norwich. The 05.48 to Liverpool began its journey at Nottingham due to a member of staff reporting sick. The 09.52 to Liverpool started at Ely due to a signalling problem.

The start of Wednesday **19 August** did not bode well. A speed restriction at March, a fault with the signalling system at Whittlesea and a bridge strike at Wymondham contributed to minor delays early on but there was no major disruption. Later, the 10.52 EMR Norwich to Liverpool terminated at Alfreton due to a train fault and the

11.51 Liverpool to Norwich terminated at Nottingham due to ‘more trains needing repairs at the same time'.

On Friday **21 August** the 09.52 and the 12.52 Liverpool bound trains were reported to be full from the start of their journey at Norwich. In the afternoon the 15.48 departure for Liverpool was delayed for 21 minutes at Norwich and terminated at Nottingham due to a train fault. The 17.50 Norwich-Sheffield was cancelled between Norwich and Ely due to passengers causing a ‘disturbance’ earlier.

Most XC services came to a standstill on Sunday **23 August** following a power failure at the operator’s HQ in Birmingham. The one route able to run a near normal service was between Stansted Airport and Peterborough.

Unfortunately that XC service was the subject of significant delays on Tuesday **25 August** due to a safety inspection of the track between Stamford and Peterborough. A notable impact was on the 12.20 Birmingham New Street to Stansted Airport which was reported to be 114 minutes late by the time it reached Cambridge.

On Wednesday **26 August** there were minor delays due to an inspection of the track at Nottingham while earlier in the day the 05.48 Norwich to Liverpool omitted stops at Ely and Sheffield due to a train fault. As these are the locations where the train was due to reverse there may have been a problem operating the unit (a class 158) from one end.

On Friday **28 August**, the eve of the bank holiday weekend, many EMT trains ran with short formations. One of those was the 09.52 Norwich to Liverpool reduced from four to two coaches and said to be full and standing from Norwich as were the 12.52 and 13.52 departures.

In the opposite direction the 07.17 Warrington Central to Norwich was another example of a train bypassing Sheffield. A late running freight train was the reason given. The 07.48 from Liverpool arrived in Norwich 45 minutes late due to a speed restriction. The 11.51 service terminated at Ely 40 minutes late due to a problem with the train, resulting in the cancellation of the 17.50 return service from Norwich to Sheffield.

On Saturday **29 August** most trains ran but the 11.52 Norwich to Liverpool terminated at Nottingham due to an earlier train fault. Several trains had capacity problems including the 08.52 Norwich-Liverpool, which was said to be full from Ely.

On a more positive note, GA provided an additional train from Brandon (13.07) to Norwich for football fans with a return departure at 17.33 which ran through to Cambridge. Similar extra trains were provided for the next home match on Saturday 19 September.

Also on 29 August, two XC services in each direction started from or terminated at Cambridge rather than Stansted Airport. This was due to a shortage of conductors.

On Sunday **30 August** the problem for XC was a shortage of drivers leading to the cancellation of one train in each direction between Coleshill Parkway and Cambridge.

The end of the bank holiday weekend on Monday **31 August** proved as problematic as the Friday. At least five EMR journeys had short formations. One of them, the 07.55 Norwich to Liverpool was also delayed by 30 minutes at Nottingham due to a train fault. Two hours later, the 09.52 Norwich to Liverpool was cancelled between Norwich and Nottingham, also due to a train fault. Earlier in the day, the 06.07 Nottingham to Norwich was cancelled.

SEPTEMBER

By late afternoon on Tuesday **1 September** there were signalling problems in the Manea area. The 11.51 Liverpool to Norwich terminated at Ely which meant that once again the return journey – the 17.50 to Sheffield was partially cancelled, beginning its journey at Ely. XC services were impacted too.

On the following morning three consecutive EMR departures from Norwich were disrupted. The 07.55 started at Nottingham (‘more trains than usual needing repairs at the same time') as did the 09.52 (signalling fault). The 08.52 service ran but did not serve Sheffield due to a signalling fault.

Thursday **3 September** was a better day but with the 08.52 Norwich-Liverpool starting from Ely due to a broken down train.

Three Horseshoes, between March and Whittlesea was the location for the next signalling failure on **4 September,** delaying some services by up to 20 minutes and partially cancelling the 15.52 GA Peterborough to Ipswich which only ran from Ely. Separately, XC cancelled part of two journeys due to a shortage of conductors.

Saturday **5 September** began with minor delays due to a signalling fault at March. The 06.51 Norwich to Liverpool omitted some of its station stops including Ely due to ‘overcrowding’. The 09.51 departure was reported to be full and standing from Norwich while in the afternoon the 15.48 Norwich to Liverpool terminated at Nottingham due to a shortage of ‘on-board staff’.

EMR services were disrupted on the morning of Monday **7 September** due to signalling problems in the Grantham area. The 10.52 and 11.52 Norwich – Liverpool services were cancelled between Norwich and Nottingham.

On the following day, both EMR and GA services experienced delays and cancellations after the discovery of a potential unexploded device at Croxton, between Thetford and Harling Road. According to the BBC, the discovery was made at around 10.00 and led to the ordnance disposal team being called. The site was eventually deemed safe. There were no EMR departures at Norwich from 10.52 to 17.50 inclusive with journeys starting instead from Ely or Nottingham or, in one case, Thetford. GA services to and from Stansted Airport were cancelled too with one unit terminating at Wymondham and another at Eccles Road, according to Realtime Trains. Passengers were signposted to local bus services between Attleborough and Norwich, and train journeys via Stowmarket.

The morning of Wednesday **9 September** began badly for passengers at Norwich or Thetford heading to Peterborough and beyond. The 06.51 and 09.52 services were cancelled between Norwich and Nottingham due to a shortage of on train staff and a

train fault respectively. The 07.55 Norwich-Liverpool service began at Ely due to a ‘short notice change of timetable'.

Thursday **10 September** was a better day until an evening cancellation due to the 15.51 Liverpool-Norwich terminating at Nottingham following an earlier train fault.

Unfortunately, on Friday **11 September** a person was hit by a train at Ely. The British Transport Police were alerted at 11.15 and trains were beginning to run again by approximately 15.00. EMR trains made some use of the Ely North Curve in order to avoid the scene of the incident and one EMR train made an additional stop at Manea.

On Monday **14 September** ‘issues with communication systems’ was given as the reason for the cancellation of the 10.52 Norwich to Liverpool between Norwich and Nottingham.

The scheduled Liverpool-Norwich service ran on Tuesday **15 September** but EMR reported five journeys with fewer coaches than normal and two without an accessible toilet. Elsewhere, trespassers in the Ipswich area led to disruption to GA Peterborough-Ipswich services. The 10.58 Ely to Peterborough was cancelled after the train arrived 50 minutes late from Ipswich. The 07.55 Norwich-Liverpool was noted making an additional stop at Whittlesea.

Wednesday **16 September** began badly with the 06.51 Norwich to Liverpool not calling at Ely (train fault) and the 07.55 EMR departure being cancelled between Norwich and Nottingham (more trains than usual requiring repairs). There was more disruption the next day with Norwich-Liverpool trains diverted between Peterborough and Nottingham due to an earlier train fault.

On Friday **18 September,** the 06.51 Norwich to Liverpool was again unable to call at Whittlesea. The reason given was a train fault, presumably connected with the need for selective door opening given the short platform there.

On Tuesday **22 September**, the 09.52 Norwich to Liverpool was cancelled between Norwich and Ely due to the train crew being delayed. Later, the 15.48 Norwich to Liverpool was cancelled between Norwich and Nottingham. The 13.51 Liverpool to Norwich terminated at Ely due to a signalling fault. That afternoon all trains were subject to delay due to an inspection of the track. There were also residual issues the following morning.

On Wednesday **23 September** the 07.55 Norwich to Liverpool took the Ely North Curve rather than calling at Ely. The reason was a broken down train but given the connections available at Ely the omission of a stop there would have had far wider implications.

On Thursday **24 September** the 17.50 Norwich to Sheffield was again partially cancelled, starting its journey from Ely due to trespassers earlier on its journey. Earlier, the 08.52 Norwich to Liverpool, with two coaches instead of four, omitted its stop at Sheffield due to ‘overcrowding’.

On Monday **28 September** it was the 09.52 Norwich to Liverpool which did not operate via Sheffield due to 'more trains needing repairs at the same time'. On the same day the 11.51 ex Liverpool and the 12.52 ex Norwich did not have accessible toilets which EMR had flagged up in advance on their website.

Early on Tuesday **29 September** XC Birmingham-Stansted Airport services were delayed by overrunning engineering work. The 05.48 Norwich to Liverpool left out its stop at Ely due to a train fault.

Unfortunately the problems increased from late afternoon. The 15.48 Norwich to Liverpool terminated at Ely due to a train fault. The 16.52 was partially cancelled, starting from Ely due to the train crew being delayed. The 17.50 departure from Norwich was cancelled due to a fault. Around this time a train appears to have been damaged after striking an animal resulting in the suspension of services between Ely and Norwich. The EMR website advised passengers to use GA services instead but these were also affected.

Wednesday **30 September** saw further problems for early morning Norwich-Liverpool passengers. The 05.48 departure from Norwich was cancelled due to a train fault. The 06.51 was formed of two coaches instead of three, and the 07.55 would no longer call at Ely due to a train fault.

The hot weather may have gone for now but it has left a legacy of track related issues. For a while there was a speed restriction from Padnal to Shippea Hill (later extended towards Lakenheath) and another westbound from Stonea to Horsemoor.

NEWS ROUND-UP

EMR

EMR Managing Director Will Rogers stood down on 27 July. He had been in post since January 2020. A statement from Transport UK which runs EMR reported that Neil Grabham has been appointed interim MD.

Towards the end of September, EMR reported that 10 class 158 units and 12 class 170 units have been refurbished so far. The 158s are being given a £5m refresh including new seat foam and covers, new table tops, carpets and flooring together with improved CCTV and passenger information systems. Unfortunately, it seems these trains will continue to operate with no wi-fi.

The class 170 trains are having a £23m overhaul with redesigned interiors, refurbished seats and tables, and power/USB sockets.

Shippea Hill

A Swedish company has put forward proposals to build a windfarm close to the borders of Norfolk, Suffolk and Cambridgeshire. As BBC News has reported, the proposals are at a very early stage and would be subject to Government approval. They envisage two sites for turbines and related infrastructure close to Shippea Hill station.

Thetford

In the third year of awards from GA's Customer and Community Improvement Fund, the 33 projects to benefit include '£30,000 for a feasibility study on more accessible access to Thetford station'.

Renewal of the building fabric is taking place at Thetford including the removal of a wall which will be replaced by December. This is in addition to the 'reinvigoration' of the feasibility study for car parking and step free access.

Whittlesea

The station is one of six to be awarded 'Wildlife Friendly Station' status which recognises the efforts of station adopters to support biodiversity and nature.

Wymondham

As we mentioned in one of our Facebook posts, First Eastern Counties have made extensive changes to bus timetables between Norwich, Wymondham and Attleborough which affect Hethersett and the stop serving Wymondham station. Overall the number of First weekday daytime buses between Wymondham and Norwich is reduced from six to four. Hart's Farm is no longer served.

The new First timetable was introduced on 30 August 2026. Other operators' services are unaffected.

VISIT TO CROWN POINT

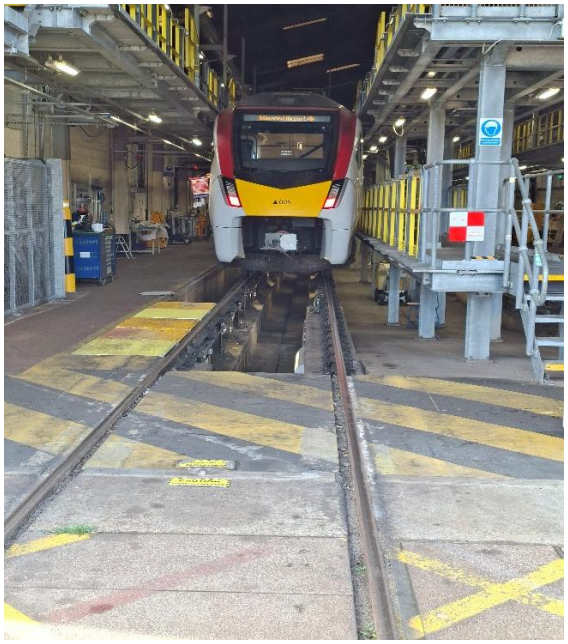
On 26 September Mark Crosskill was fortunate to be able to join a small party for a guided tour of Greater Anglia's Crown Point depot in Norwich organised by the East Anglia branch of campaign group Railfuture.



The 24 four-car and the 14 three-car class 755 bi-modes are among the fleet maintained here. Manufactured by Stadler, these trains feature on GA's regional routes and sometimes work in multiple between Norwich and London Liverpool Street.

The four car versions which are normally assigned to the Norwich-Stansted Airport service have four Deutz engines in the 'power pack' vehicle in the centre of the train. The three car units have two engines.

Two 08 diesel shunters are based at Crown Point while the triangular junction provided by the Wensum Curve enables trains to change direction if required.



GA arranged for a train to pass through the train wash facility at the Yarmouth end of the site, approaching at 3 mph. We were impressed how clean the trains were and how tidy the depot was! Capacity at the depot is a challenge and some work takes place at Clacton.

Typically four EMR class 158 or 170 units are refuelled each night at Crown Point. At the moment it's refuelling only for EMR units but the situation is under review and the current restructuring within the industry might provide an opportunity for closer working, subject to the capacity constraints at the site.

Opened in October 1982 at a cost of £10m, Crown Point initially had an allocation of 51 Metro-Cammell and Craven diesel multiple units. At the time of the depot's first open day in 1983, 156 passenger coaches were also based here, 12 of them catering vehicles. Five sets of coaches were required for the Norwich-Birmingham service. At the 1987 open day, British Rail promised that by 1989 there would be a vastly improved cross country service with hourly trains between Norwich and Peterborough, with one train every two hours heading for Birmingham and another bound for the north-west. As the industry prepared for privatisation, the trains for the north-west would eventually be hourly from Norwich while Birmingham would be served by trains to and from Cambridge.

JOURNEY EXPERIENCES

Norwich to Leeds – 3 August 2026

Pauline and Richard travelled to Leeds on Monday 3 August for a family event, returning on Wednesday 5 August, changing at Grantham in both directions, travelling First Class west of Grantham and enjoying the meal brought to their seats. The 12.52 from Norwich, 15.16 from Grantham, 11.40 back from Leeds and 13.15 from Grantham were all clean and punctual. The booked assistance at Grantham and Norwich worked well for both of them and, on their return, the staff at Leeds greeted them like old friends.

One concern was the "bounce and lateral movement with some discomfort" on the return journey, sitting at one end of the Turbostar carriage near the accessible toilet, between Peterborough and Ely. They had experienced no such problems on their outward journey in the centre of a class 158 vehicle. Richard also found that the button to open the door of the Turbostar toilet was unlike anything he had previously come across.

Ely to Skipton – 27 February 2026

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I am a big fan of rail travel and use it whenever I can, which is often, and Greater Anglia are really showing how a railway service can move up the preferred transport option scale.

On Friday 27th February 2026, I took the 07.48 East Midlands Railways (EMR), service from Ely-Peterborough to connect with an LNER service north for a funeral in Skipton. Having dropped me and several others off, the Class 170 train would continue to Liverpool Lime Street.

In this case, on unit 103 of Class 170, the overhead information boards were not working, something else, described as “mechanical”, delayed our departure from Ely, and two toilets were out of action, leaving just one at the rear of the train to service all the passengers between Norwich and Liverpool.

As we left Ely, the very pleasantly-spoken train manager announced that the train would not, after all, be stopping at Whittlesea for some unstated reason. Fair enough, I suppose, if he knew nobody on his train was booked to leave the train at Whittlesey, but what about anybody who wanted to use the very useful “short hop” from Whittlesey to Peterborough at that time of the morning for work or shopping, or was hoping to meander from there through the east midlands at that time to somewhere more remote, Liverpool even?

In an apparently-random way, EMR are putting refreshment trolleys on parts of some services. I don’t find it reliable and presumably others don’t rely on it either, so optimising their sales will be falling short despite, once again, the high quality of their staff.

The rest of the day went very smoothly: an LNER Azuma to Leeds, then a comfortable change to the Northern Trains’ Class 333 for the Leeds-Skipton element.

On the return journey, a Cross Country Class 170 carried me from Peterborough-Ely with on-board wi-fi, one mains socket per seat (although wall-mounted). All this tech stuff may sound trivial or unimportant to many passengers, but if more business passengers are going to be tempted back to rail, what may seem luxuries to some passengers are default expectations for the professional traveller.

While we might deplore children being “parked” with a screen device using wi-fi and a power supply on long journeys, it can keep the little scallywags amused and, in some less common cases, incidentally educated. And, as I’ve said, the reliable return of the refreshment trolly to more cross-country services would be good for the railways too.

On the East Coast Main Line, LNER’s “to seat” food service was doing a roaring trade, even to passengers just taking the 1 hour 20 minutes ride Leeds-Peterborough. It can take 5-6 hours for the whole trip between Norwich and Liverpool, and even Ely-Birmingham takes 2 and a half hours.

Many years ago, when the service was loco-hauled, I used to use it a lot and a staffed Mini-buffet service was well patronised. While I can't see that returning to MUs, it can't be beyond the wit of the companies to provide (for example) a range of toasted sandwiches in a few options. I look forward to the return of railway fruit cake.

Brian Watson

Editor's note – The full version of this article appeared in the Summer 2026 edition of Great Eastern News published by the Great Eastern Railway Society. We are grateful for permission to share the article in the PENRUG newsletter. We are pleased to report that the railway fruit cake survives and could be found during the summer catering trial on selected GA services between Norwich, Ely and Stansted Airport and on some EMR trains north of Peterborough!

Thetford to Peterborough – 9 September 2026

Thetford station is something of a building site at present as work continues on the maintenance and restoration of the historic buildings. Although the 07.19, 08.25 and 10.20 to Liverpool were all cancelled on Wednesday 9 September, my 09.20 ran in on time and gave me a trouble-free journey to Peterborough. Notices in the windows now thank passengers for their patience while the trains are refurbished. The screens and mechanical announcements did not work, nor were there any manual announcements. I sat over the wheels and some parts of the journey reminded me that long hot summers are not good for track built on peat.

My printer had not worked when I bought my ticket but, for the first time ever, my mobile phone activated the barriers at Peterborough with no problems. Walkways around and under Crescent Bridge are closed and you need to follow the diversion signs or find your own way into the city centre.

As the 07.48 from Liverpool had been delayed, I returned on the 11.52 Ipswich train, changing at Ely on to another Flirt. Whether the quite smooth ride was due to the suspension system on these units or to the imposition of speed restrictions across some of the worst sections, I cannot tell. Most restrictions are to 50 mph but the long one between Padnall and Shippea Hill is more severe and is adding at least five minutes to all eastbound journeys.

A man boarded at March with a non-folding cycle, so I was able to see how cycles are secured in place in the shared space area near one end of the train, where eight tip-up seats are also provided and a large case also carried. The low windows give a fantastic view of the world outside the train and level boarding is, of course, provided by the "extending door steps."

For me, the journey confirmed that the seats in these Flirts are far less comfortable than those in the class 158 units. For the first time on one of these units I needed to open the doors, which is done by pressing the single button on the doors themselves.

John Saunders

Thetford to Leicester – 24 September 2026

Despite the numerous speed restrictions between Stamford and Brandon, all four of the trains which I used on Thursday 24 September for a walk in Leicester turned up and ran within ten minutes of their scheduled times. The lengthy 30mph restriction from Padnal to Shippea Hill has been raised to 50 mph for our passenger trains but extended almost to Lakenheath. The two 3-car Turbostars and two class 158 units (one “Stagecoach” and one purple) were clean and comfortable with active and visible conductors. So I enjoyed a trouble-free journey on a very pleasant early autumn day.

The only minor frustration was the almost incessant babble from the announcing machines at Ely, Leicester and Peterborough, mostly messages seemingly designed to put people off travelling by train and not all accurate. We have twice asked the train operator to request the Peterborough station operator to remove the messages saying that penalty fares operate on Liverpool-Norwich services serving the station. The Peterborough platform screens still show half the XL buses as terminating at Swaffham when they actually go on to Dereham. Every time a service from Ipswich to Peterborough approaches Ely station, passengers are told that “You can change at Peterborough for the Midlands and the North.” So where are these “Midlands?” They cannot include Birmingham, Leicester or Nottingham since Ely enjoys direct hourly trains to each of those cities. And who will tell our new Prime Minister that Manchester, along with Liverpool, Sheffield and Warrington is no longer part of “the North?”

John Saunders

Attleborough to Gloucester – 26 September 2026

Next, we have journey experience from a member who took advantage of the fact that the first Liverpool train out of Norwich and last train back stop at both Attleborough and Wymondham to enjoy what sounds like a great trip to Gloucester with just the one change at Nottingham.

The journey started with the 06.07 to Nottingham - class 158, not refurbished but on time. The 09.07 Nottingham to Gloucester was also not refurbished but punctual.

The 17.49 Gloucester return was on time (not refurbished). The 20.36 Nottingham to Attleborough 170 was a refurbished unit and on time. As to the refurbishment, the table top charging units were not working on the complete unit.

Bob Garwood

Thetford to Nottingham – 1 October 2026

I enjoyed a faultless trip from Thetford to Nottingham and back on Thursday 1 October, using the 08.52 from Norwich and 10.51 from Liverpool, on which every seat was filled on leaving Peterborough. The contractors were attacking the low wall between Platform 1 at Thetford and the houses to the north. The most severe of the westbound speed restrictions has now been raised for our passenger trains and is

causing less delay. On arrival at Nottingham, the second unit followed us into the station and was attached to the rear of the train.

I realised that autumn had come when, on the return journey, we were briefly held outside Peterborough station while a leaf buster train made its way into the sidings. We later passed another of those in action east of Ely.

For a leisure journey with no need for wi-fi, this was travel as it should be.

John Saunders

Have you travelled on our line recently? Feel free to share your experiences for our next newsletter! Email markcrosskill@gmail.com.

PENRUG OFFICERS

Secretary: John Saunders
penrugjohn@gmail.com

Membership Secretary/Website Editor: David Goldsmith
penrugdavid@yahoo.com

Chair/Newsletter Editor: Mark Crosskill
markcrosskill@gmail.com