

**From:** Graham Cross  
**Sent:** 18 May 2012 11:37 AM  
**To:** Mahi, Sukhninder; Larkinson, John  
**Subject:** FW: Changing our penalties statement consultation

John,

Seems very sensible.

Graham

**From:** Mowoe, Okiemute  
**Sent:** 14 May 2012 13:11  
**Cc:** Mahi, Sukhninder  
**Subject:** Changing our penalties statement consultation

Dear operators, funders and other respondents to our 'role of the regulator' consultation in December 2011 ,

Please find attached a short consultation letter from John Larkinson about some changes we want to make to our penalties policy to better deal with reparations, and encourage improvements for customers.

If you have any comments please send them to **Sukhninder Mahi** at ... by 11 June 2012.

Kind regards,

Mute  
Mute Mowoe (Miss)  
Office of Rail Regulation  
Licensing and Network Regulation Team  
One Kemble Street  
London WC2B 4AN