

# News story: Triple bill of better compensation, new trains and faster services on Greater Anglia

- Delay Repay 15 (DR15) launched today on the network
- new faster services between Norwich, Ipswich and London only a month away
- brand new state-of-the-art trains also set to roll out, delivering more modern services for passengers

Greater Anglia passengers will soon benefit from faster connections on brand new trains – with improved compensation in the event of disruption – Rail Minister Andrew Jones has announced yesterday (1 April 2019).

Visiting Norwich, Ipswich and Witham, the minister met with Greater Anglia managing director Jamie Burles, staff and passenger representatives to mark the official launch of the new DR15 compensation deal and to start the countdown to new faster services running between Norwich and London next month.

He also tried his hand at the training simulator drivers are using in preparation for the roll-out of the brand new £1.4 billion fleet of trains on the network this year. The longer electric and bi-mode trains will run across the network, providing passengers with more seats, air conditioning, USB and plug sockets, improved information screens, spaces for cycles and accessible toilets.

Rail Minister Andrew Jones said:

Our top priority is ensuring passengers get the reliable and punctual services they expect, but if things do go wrong, it's only right that they are compensated fairly and quickly. This is why the launch of DR15 is excellent news for passengers.

With faster services and brand new trains coming soon, we are working hard to deliver significantly better journeys for passengers on Greater Anglia.

In May (2019), 4 new fast services between Norwich and London will be launched – meaning passengers can get to and from the capital in 90 minutes from Norwich and 60 minutes from Ipswich.