

## PIN 001 - 2024

### Medway Marine Communication update

**NOTICE IS HEREBY GIVEN** that as of Monday 4<sup>th</sup> November 2024, a new communication system will be implemented for contacting the Medway Marine Operations Department via email and telephone. Below is a breakdown of the new communication methods along with guidance on when to use each:

#### Contact via Email:

List of emails and when each should be used:

Email address	When to be used
<a href="mailto:Medway.Navigation@peelports.com">Medway.Navigation@peelports.com</a>	For all navigational and vessel planning / scheduling enquiries (Monitored 24 hrs a day)
<a href="mailto:Medway.MarineLicensing@peelports.com">Medway.MarineLicensing@peelports.com</a>	For all licensing inquiries, including PEC, SCV & River works.
<a href="mailto:Medway.Marine@peelports.com">Medway.Marine@peelports.com</a>	All other marine enquiries

#### Contact via telephone

**01795 596 550**

Within office hours (Mon-Fri 08:30 – 17:00):

Option	Contact	When to be used
1	Medway VTS	Immediate Navigation information
2	Marine Planners	All vessel planning and scheduling enquires
3	Duty Pilot	Enquires on pilotage service
4	Local Marine Office	All other enquires

Outside Office hours:

Option	Contact	When to be used
1	Duty Pilot	Available weekends 09:00-14:30 - Enquires on pilotage service
2	Medway VTS	Available 24 hrs a day – for Emergencies and Immediate Navigation enquiries

Medway VTS is still available directly using their current number of 0151 949 6148.

Outbound calls from VTS will be displayed as 01795 596 550.

This change in our communication setup has been implemented to improve users' interactions with our department and ensure that people get through to the right team within the larger marine department.

Further information may be obtained from the local marine office via email: [Medway.Marine@peelports.com](mailto:Medway.Marine@peelports.com) or by phone 01795 596 550 option 4.

**Marine Operations Department  
Peel Ports London Medway**

Notice Issued: 4<sup>th</sup> November 2024  
Notice Expiry: Non expiring