Press Release

20 November 2024

Free water refill points rolled out onboard Avanti West Coast services

- *Complimentary water available on Avanti West Coast Pendolino and Evero trains*
- *Easy to use water refill points located in the onboard shop*
- *Initiative expected to reduce the amount of single use plastic*

Avanti West Coast has rolled out water refill points onboard for customers in a first for the railway industry.

The initiative, part of the company's wider £450 million investment in its fleet, will see complimentary water available for those who are travelling on any service operated by either a Pendolino or Evero train.

The easy to use dispensing points proved to be a big hit with customers in the initial trial, whilst also helping to reduce the amount of single use plastic.

In pre-launch operational testing, customers travelling onboard the Pendolino fleet consumed over 21k litres of water in three months, the equivalent of 42,000 standard sized 500ml plastic water bottles.

Bob Powell, Head of Inclusive Customer Experience at Avanti West Coast said: ""The water refill points are another example of how we are raising the bar for rail travel in the UK.

"With many people now carrying their own water bottle, the opportunity to refill them free of charge, is part of our responsible business commitment to build a cleaner and greener railway, and significantly reduce single use plastic onboard our services."

Click here to see more.

The water for the Pendolino refill stations is provided by Wenlock Spring, a second generation family business based in Shropshire, and sourced from a protected historic spring, dating back to 1086, which is located near the famous Wenlock Edge.

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Matthew Orme, Director at Wenlock Spring, said: "We're proud to have worked on the development of the onboard refill points with Avanti West Coast. The water refill points dispense Wenlock Spring from reuseable bottles, which are returned to us for refilling time and time again."

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Notes to Editors

About Avanti West Coast

Avanti West Coast, operator of intercity rail services on the West Coast Main Line, is a joint venture between FirstGroup and Trenitalia, delivering a cleaner, greener railway that drives the West Coast forward.

We're on a mission to revolutionise train travel. Our refurbed Pendolinos returned to the rails in June 2024 following a £117m investment programme that's delivered the best in class comfort. Known as the UK's hardest working fleet, all 56 of these iconic trains have been transformed and now boast better seats, improved lighting, new interior carpets, customer-friendly passenger information screens, additional luggage space, power points at every seat and refurbished toilets.

Our new Evero fleet was introduced in June 2024 and will replace our Voyagers. Built by Hitachi, the 23-strong fleet, consisting of 10 seven-carriage electric trains and 13 five-carriage bi-modes, will serve routes from London to the Midlands, Chester, North Wales and the North West, leading to a substantial cut in carbon emissions with an increase in seats, and offering improved comfort. Quieter and roomier, with more reliable Wi-Fi, wireless charging for electrical devices and a real-time customer information system, these new trains are the result of a £350m investment in sustainable travel.

We're tackling climate change wherever we can, from reducing energy and water use to training drivers in eco-driving techniques and sourcing food and drink from local suppliers. Our goal is to be net zero carbon by 2031. We're on track.

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https://newsdesk.avantiwestcoast.co.uk/

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