

ADM082 MP 270304
29 June 2004

Dear Sir/Madam

User Group Meeting – 27 March 2004

Please find attached the minutes from the above meeting which was held at the Grange Manor Hotel in Grangemouth.

The date of the next meeting is set for Saturday 30 October 2004 at 9.30 a.m. for 10 a.m. start as normal and the venue will again be The Grange Manor Hotel. An agenda for the next meeting will be sent to you in early October 2004.

May I remind you again that the new DVD/Video which has been produced entitled "Ribbons of Light" is available for purchase from either New Port Downie or The Falkirk Wheel. The price for this is £11.99 for the DVD and £7.99 for the video. There is also a new publication called The Falkirk Wheel Guidebook and this is now available at the Visitor Centre. The price for this publication is £3.95. Also, the new Skippers' Guide is now also available from New Port Downie.

The Scottish Boat Show will take place at The Falkirk Wheel on Friday 13 August to Sunday 15 August 2004 inclusive.

I have also to advise you of a change in procedure. The new telephone number for **boat movements** on the Lowland Canals is :-

0845 676 6000

/...

Please use this number at all times in order that we may be able to help you quickly and effectively in the future.

If any further help is required please do not hesitate to contact Marion Paterson at this Office. Any customer service issues should now be directed to Ronnie Simpson, Customer Service Manager. Either Ronnie or Marion will have contact with you in future with regard to User Group Meetings.

I trust you find this all helpful and may I take this opportunity to thank you all for your input to these meetings and wish you a very happy summer holiday season.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Richard Millar', written in a cursive style with a long horizontal tail.

Richard Millar
Waterway Manager
Lowland Canals