

28th November 2025

Dear Agents/Customers

PORT CHARGES 2026

We are committed to providing a safe, reliable, and efficient port service - 24 hours a day, 7 days a week, 365 days a year. Thank you for your ongoing support as we continuously improve our service.

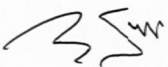
To strengthen our pilotage service and improve resilience, we have made substantial investments in people, infrastructure, and technology. This includes expanding our team significantly and increasing the reliability of our current pilot launch vessel fleet. Our new Pilot Launch vessel will be delivered in 2026, with a target of full fleet renewal by 2030. And in 2026 we will have increased our unrestricted pilotage capability by 50% from 2022 levels.

We remain committed to making investments in our pilotage capability but need to balance them against the backdrop of continuing global economic uncertainty and volatile shipping volumes. Our Port Charges will increase by 4.5% in 2026 - in line with the September Retail Price Index (RPI) data. This increase will be applied to all conservancy dues, pilotage charges and other marine charges. Additionally, the charge for vessels requiring two pilots will rise from the current 30% of the Pilotage Charge to 50%. This will help address the deficit in the cost of providing Pilotage compared to Pilotage Charges received, as noted in our Annual Report. Our prices remain fair and competitive, and support our continued delivery of evermore resilient, high-quality services.

I enclose/attach copies of the new Schedules of Charges which take effect from 1st January 2026 for your information and if you have any queries, please get in touch with your usual contact.

Thank you all for your continued custom and support in 2025. We are confident that the investments we have made will continue to improve our core Pilotage Service, so that we can deliver an all-year-round, safe, efficient and integrated port service and make our Port the UK's energy port of choice.

Yours faithfully



Tom Sawyer
Chief Executive Officer



Proud Waterway
custodians



Trusted to
deliver



Supporting our
communities



Investing for future
generations

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