



Electrical Inspections & Service Level Agreements for C&W Guernsey's Retail Leased Circuits

The Regulator today (18th December 2002) published two reports on OUR Consultation Papers. A Report on the Electrical Inspections Consultation includes a Notice of Regulations to be made under Sections 19 and 20 of the Electricity (Guernsey) Law 2001 and invites comments on the proposed Regulations. A Report on Service Level Agreements (SLAs) for C&W Guernsey's Retail Leased Circuits includes Notice of the Decisions taken by the Director General and sets out the range of issues that will now be addressed in C&W Guernsey's SLAs.

Electrical Inspections

Following a public consultation, the Regulator has decided that Guernsey Electricity Ltd should continue to be responsible for appointing qualified inspectors to examine electrical installations and confirm that they are safe and up to accepted standards before they are connected to the electricity network.

“This decision recognises the unique experience and professional competence of Guernsey Electricity Ltd in the Guernsey market”, said Regina Finn, “and seeks to ensure that electricity customers in Guernsey can be confident that their safety and the safety of all users of the electricity network is properly looked after”.

The report contains draft regulations which are open to comment from any interested party. Comments should reach OUR by the end of January 2003 following which the Regulations will be finalised.

Service Level Agreements

The Report on Service Level Agreements (SLAs) sets out the minimum requirements to be included within C&W Guernsey's SLA for Leased Circuits¹. The new SLA will for the first time, provide guarantees to customers on key issues such as how long it takes to install a Leased Circuit after submitting an order, and the maximum number of hours downtime due to faults each year. These guarantees will be accompanied by a compensation regime where guaranteed targets are not met.

"C&W Guernsey's commitment to putting this type of SLA in place is a very welcome development", said Regina Finn, "and the levels of service that are guaranteed in this SLA, along with the compensation regime for failure to meet targets, will ensure that customers within the Bailiwick will be assured that they benefit from similar levels of service as customers in other European jurisdictions."

In the early stages of the opening up of the Guernsey telecommunications market, most customers still rely on C&W Guernsey for their services and so this will affect most if not all users of Leased Circuits in Guernsey. SLAs are recognised as an important means for an operator to differentiate itself from competitors on the level of service it provides to its customers, as well as giving the customer a point of reference as to the level of service to be expected from the operator and the Regulator expects to see new operators competing on quality of service in the near future.

¹ Leased Circuits are dedicated telecommunications capacity between two points. These are often bought by large users to allow them to send data or voice between two locations such as two large offices in Guernsey, or between offices in Guernsey and offices outside the Bailiwick. The Circuit is dedicated to the one user and no other traffic can be sent across it. As these Circuits are often used by business for "mission critical" applications, such as electronic data transfer by banks, or data back up, the level of service, including reliability, is frequently crucial to the user's business

Copies of the reports on the consultation papers are available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120.

**ENDS/
18th December 2002**

For further information call the Office of Utility Regulation on 711120