



Office of Utility Regulation

Media Release

Guernsey Post directed to Improve Bulk Mail Service

The OUR today directed Guernsey Post to achieve a 91% J+3 service for Bulk Mail destined for the UK between April and September 2005. This follows the company's failure to achieve its target for Bulk Mail for the year to September 2004.

“The OUR believes that the quality of service that is provided to the Bulk Mail sector by Guernsey Post to be crucially important both for the individual bulk mailers and for Guernsey's reputation as a place to do business” said Jon Buckland, Director of Policy at the OUR. “Guernsey Post will now be required to achieve the 91% J+3 target for Bulk Mail to the UK for the period 1st April 2005 to 30th September 2005.

The OUR will shortly be consulting on reviewing the entire quality of service targets for Guernsey Post and will be inviting comments on any proposed changes.

“Guernsey Post and postal users have had a significant period of time to assess the appropriateness of the existing Quality of Service targets” said Jon Buckland. “It makes sense to now assess what changes, if any, might be required. It would be hoped to have any new service standards in place from October 2005.”

The OUR document “OUR 05/07: Direction to Guernsey Post Ltd regarding Compliance with Quality of Service Standards” is available from the OUR's website – www.regutil.gg – or from its Office.

ENDS/

7th March 2005

Information for Editors

The Office of Utility Regulation was established in 2001 to regulate the three utilities of post, telecommunications and electricity in the Bailiwick of Guernsey. The Office is headed up by Director General, John Curran and has three staff.

The role of the OUR is to protect the interests of Guernsey consumers and the economy. It does this by ensuring that customers receive the best in price, choice and quality services in the three regulated sectors, while at the same time ensuring that those sectors are vibrant and robust so that they can positively contribute to and underpin a successful Guernsey economy.

The OUR licenses and regulates telecommunications operators, Guernsey Electricity Ltd and Guernsey Post Ltd. Wherever possible, the OUR promotes the introduction of competition by ensuring that there is fair play and a level playing field between the operators. Where competition is not yet effective or where it is not feasible, the OUR regulates prices and quality of services to end customers.

More information is available from the OUR website www.regutil.gg, or by contacting the Office of Utility Regulation on 01481 711120.