



## Media Release

### New Quality of Service Targets set for Guernsey Post

The OUR has completed its review of Guernsey Post's quality of service targets. Among the changes being implemented is a higher target for local deliveries and a move towards individual service level agreements for bulk mailers which the OUR wants to see in place by September 2006.

“There is no doubt that since the introduction of quality of service standards in 2003 Guernsey Post has improved its overall level of service. I believe that the targets being set from October 2005 are realistic yet challenging for the company” said John Curran, Director General at the OUR. “As with any standard, there is a trade-off to be made between the level of that standard and the cost of meeting it. In setting these new targets we have looked to get that balance right”.

The OUR has also introduced separate targets for sorted and unsorted mail for Bulk Mail and has changed certain targets from binding to reporting targets pending the outcome of work by the postal regulators in the UK and Jersey. The OUR however will continue to monitor Guernsey Post during this period.

“The Bulk Mail sector is very important to the Guernsey economy and it is crucial that it is provided with an efficient service” said John Curran. “The problems that have existed for these customers are well known and there remains room for improvement. Measuring quality of service provides Guernsey Post with the necessary information to enable it to tackle those areas where more needs to be done”.

**ENDS**  
**13<sup>th</sup> July 2005**

## **Information for Editors**

The document, **OUR 05/16: Review of Guernsey Post's Quality of Service Targets: Report on the Consultation Paper, Decision Notice and Direction** is available on the OUR website [www.regutil.gg](http://www.regutil.gg), or by calling the OUR on 711120.

## **About the OUR**

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 four 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](http://www.regutil.gg), or by contacting the Office of Utility Regulation on 01481 711120.