



Office of Utility Regulation

Media Release

OUR Publishes Notice of Direction to Guernsey Post

The OUR today published a proposed Direction to Guernsey Post regarding compliance with certain Quality of Service targets.

“The OUR has reviewed the company’s compliance with the Quality of Service Targets which the company was directed to comply with for 2003/04 and found that it has complied with 16 of its 23 service targets” said Jon Buckland, Director of Policy at the OUR. “A number of the compliance failures are relatively minor, but the OUR is concerned with the quality of service provided by the company to its bulk mailers using its sea postal services and is taking appropriate actions through a proposed direction to the company. Generally however while there is still room for improvement, it must be recognised that significant progress has and continues to be made by GPL on service levels and this is to be welcomed and encouraged.”

In light of this, the Director General is proposing to direct Guernsey Post to take such actions as necessary to ensure that the company comes into compliance with Bulk Mailers’ targets by 30th September 2005 requiring 92.5% of items to be delivered within three days.

The OUR document “OUR 05/01: 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. Interested parties are invited to comment on the proposed Direction by 5pm on 28th January 2005

ENDS/

17th January 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, Regina Finn 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, or by contacting the Office of Utility Regulation on 01481 711120.