



# Office of Utility Regulation

Media Release - 16<sup>th</sup> February 2006

## **Islanders asked for their views on postal services**

Islanders in Guernsey are to be asked for their views on the postal service. The Office of Utility Regulation (OUR) is launching a month long consultation period to gather opinions on the services provided by Guernsey Post, as part of a review of what is known as its 'Universal Service Obligation'(USO). The USO is a formal agreement with the States of Guernsey which sets out the minimum level and range of services which the postal company is required to provide.

The consultation period begins with a public meeting organized by Postwatch Guernsey which is being held at Les Cotils in the Harry Bound Room at 1900 on the 22<sup>nd</sup> February. The OUR will be giving a presentation at that meeting. Guernsey Post will also be attending and there will be ample time for comments and questions to be voiced from the floor.

Once the consultation period is completed the OUR will report back to the Commerce and Employment Department which will then take any proposals for changes to the USO to the full States of Deliberation for approval.

“The level and range of services delivered by Guernsey Post at the moment was agreed back in September 2001 before it became a limited company”, says the Director General of the OUR, John Curran. “Since then its financial circumstances have changed substantially, particularly in relation to the payments made to Royal Mail to deliver our mail in the UK. It is therefore time to have another look at what we require from our postal service, and see if any changes need to be made”.

Last December the OUR accepted Guernsey Post's proposals to increase its prices from 1<sup>st</sup> April 2006. At the time it was also announced that despite these price changes, Guernsey Post would need to seek further increases (to come into effect in April 2007) as its own costs continue to rise.

Under the current legislation Guernsey Post is required to make:

- One collection on six days each week;
- One delivery of letter mail to every home or premises on six days each week including all working days;
- Collections shall be for all postal items up to a weight of 20Kg;
- Deliveries on a minimum of five working days shall be for all postal items up to a weight of 20Kg;
- Services for registered and insured mail.

“We would like the views of local people, organisations and businesses on the current service they receive from Guernsey Post in order to decide if any changes need to be made”, says John Curran. “I would also urge people to come to the public meeting on the 22<sup>nd</sup> February to listen to the presentations and ask any questions they might have”.

**-ends-**

### **Information for the Editor**

- **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 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 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.