



Office of Utility Regulation

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New Wholesale measures to help competition

The OUR today published its final review of C&W Guernsey's wholesale business which will see the company implement a number of changes in the way it provides services its wholesale customers. The changes follow a detailed review carried out by the OUR into how C&WG offers its wholesale services, the length of time it takes to deliver certain key services and the compensation it offers when it fails to achieve targets.

“We are confident that these changes, together with improvements which C&WG itself has initiated, will lead to major improvements in how the wholesale market is served by C&WG,” said Michael Byrne, Director of Regulation at the OUR. “These measures should go a long way to ensuring there is greater confidence by OLOs that they are receiving a fair deal”.

The review followed a number of disputes in 2007 during which competing operators had indicated their concerns over aspects of C&WG's wholesale arm and how it provided its service. The review found a number of weaknesses in the approach by C&WG in certain key areas, which are now being addressed.

“Our discussions with C&WG have been positive and we believe the measures set out in this decision will benefit the market and ultimately contribute further to greater competition in the market place,” said Michael Byrne. “C&WG's commitment to making these measures work is very much welcomed and we look forward to that commitment delivering real, visible change in how it approaches competition.”

The document OUR 08/16 “Review of C&WG’s Wholesale business – Final Decision” is available on the OUR website (www.regutil.gg) or by contacting the Office of Utility Regulation on 711120.

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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 six 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.