



Guernsey Post Service Targets to be Reviewed

The Regulator is considering revising the quality of service targets set for Guernsey Post and is looking for customers' views on the proposals. Guernsey Post has had to measure and publish details of the quality of service it provides to customers since October 2003.

“Guernsey Post has made significant improvements in its service since 2003 in most areas. Both Guernsey Post and the OUR now have some experience upon which to consider what any new targets should be” said Jon Buckland Director of Policy at the OUR. “It is important that Guernsey Post looks to build further upon the good work that has been done. We also need to recognise that certain issues are still a concern for customers, mis-deliveries being one such area.”

Among the measures being considered is amending the service targets for Bulk Mail with separate targets for sorted and unsorted mail being proposed to reflect the extra work certain customers undertake.

“The Bulk Mail sector is very important to the Guernsey economy and it is crucial that it is provided with an efficient service” said Jon Buckland. “The problems that have existed for these customers are well known and there remains room for improvement. With the measurement of service levels Guernsey Post is now better positioned to identify the causes of those problems and target efforts at resolving them”.

ENDS
17th March 2005

Information for Editors

The document, **OUR 05/10: Review of Guernsey Post's Quality of Service Targets: Consultation Paper** is available on the OUR website 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 two 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.