

Office of Utility Regulation,
Bailiwick of Guernsey

Annual Report and Accounts 2001

Year ending 31st
December 2001

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Annual Report: 2001



Deputy FJ Roper
President
Board of Industry
Raymond Falla House
Longue Rue
St Martins
Guernsey GY4 6HG

29th August 2002

Dear Deputy Roper,

I am pleased to submit this report on the activities of the Office of Utility Regulation since its establishment on 1st October 2001 to 31st December 2001.

In accordance with section 8 of the Regulation (Bailiwick of Guernsey) Law, 2001, I would be grateful if you would present this report to the States of Guernsey as soon as practicable.

Yours sincerely,

Regina Finn
Director General of Utility Regulation

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“Our business in life is not to get ahead of others, but to get ahead of ourselves—to break our own records, to outstrip our yesterday by our today”

-Steward B Johnson



Director General's Report

Guernsey may be a small economy, but it competes on an international stage. Guernsey's financial services sector is internationally known and respected, local businesses provide products and services to UK customers and further afield, and with a sophisticated and well travelled population, the level of service that Guernsey people receive in the Bailiwick must be in the same league as that of our near neighbours and competitors.

To keep our **competitive advantage**, we need to keep up with our neighbours and competitors, and we need to do so in a world that is changing around us by the minute; globalisation; broadband; 3G mobile; internet on the move; e-business; the number of buzz words associated with this fast changing world is bewildering. But whether these terms apply to new ways of doing old business, new business propositions, new means of shopping for books or music or new ways of voting for your public representative, they are all underpinned by one extremely important factor; **strong and equally forward looking utility sectors**.

And the good news is that Guernsey has put in place a framework for utility services that means not only can we afford to be ambitious, but we have already taken our place at the starting blocks.

In just a short space of time the new Office of Utility Regulation has been set up, the utility sector legislation has been completely updated, and Guernsey's utility companies themselves have started on the road to becoming more competitive, leaner organisations serving **the Guernsey consumer and economy**.

I believe that the telecommunications, post and electricity companies – existing operators and new companies – are best placed to deliver the sort of leading edge, robust infrastructure Guernsey needs to stay in the race. My Office will facilitate the industry in delivering this outcome, freeing up entry into the market, ensuring old monopoly ways do not and cannot endure, and protecting Guernsey consumers throughout this time of exciting challenge and change.

This report addresses the **first three months** of the operation of the Office of Utility Regulation in 2001 and touches on some of the momentous changes that have taken place in that time. I look forward to building on the foundations we have laid and expect our second annual report to fill in much of the detail of what we have now started.

Regina Finn
Director General of Utility Regulation



Guernsey's Regulatory Objectives are:

- Protect the interests of users of utility services in terms of
 - Prices;
 - Quality;
 - Service levels;
 - Permanence; and
 - Choice.
- Secure utility services to satisfy reasonable demands;
- Ensure utility sectors contribute to the economic and social development and well-being of the Bailiwick;
- Introduce, maintain and promote effective sustainable competition;
- Improve quality and coverage of utility services;
- Facilitate availability of new utility services;
- Lessen adverse impact on the environment.

- the Regulation (Bailiwick of Guernsey Law) 2001

The Guernsey Regulatory Environment

Legislation

The States of Guernsey has adopted a modular approach to regulatory legislation and has initially decided to put in place laws governing the three utility sectors of telecommunications, post and electricity.

The main piece of legislation is the **Regulation (Bailiwick of Guernsey) Law, 2001** which establishes the Office of Utility Regulation (OUR), sets out the governing principles of the Office, and allows the States to assign further functions to the Office over time. This law was enacted on 1st October 2001.

The following three further laws have been put in place, one for each of the three utility sectors:

- The Telecommunications (Bailiwick of Guernsey) Law, 2001;
- The Post Office (Bailiwick of Guernsey) Law, 2001; and
- The Electricity (Guernsey) Law, 2001.

Each law sets out in more detail the powers and functions of the Director General in the relevant sector. The telecoms and postal laws were brought into effect on 1st October 2001, whilst the electricity law will be commenced early in 2002.

States Directions

The Regulation Law provides that the States of Guernsey may give **States Directions** to the Director General on certain specific issues in each of the sectors. These include directions on:

- The identity of the **first licensee** in each sector to be granted a licence with a universal service obligation;
- The scope of a **universal service** or minimum level of service that all customers in the Bailiwick must receive;
- Any **special or exclusive rights** that should be granted to any licensee in any of the sectors and
- Any requirements on licensees that might be needed for Guernsey to comply with any of its **international obligations**.



The Guernsey Regulatory Environment

This structure ensures that the **democratically elected** States of Guernsey retains responsibility for key policy decisions that shape the overall utility sectors while the independence of the Director General in implementing States policy is protected.

The States debated and agreed policy directions in relation to all three sectors in 2001. These directions are described in more detail in the sections of the report dealing with each sector and the full text of each policy direction is included in **Annex A** in accordance with section 8 of the Regulation Law.

Independence and Accountability

The Laws require the Director General to be **independent, fair and impartial**, in carrying out her functions and to do so in a manner that is **timely, transparent and objective** and consistent with states policy directions.

The clear legal separation between OUR and the States of Guernsey allows the Director General to make decisions in the **best overall interests** of the people and economy of Guernsey without any real or perceived interference from vested interests. The independence of the office is underpinned by the fact that it is independently financed from licence fees in each of the sectors and is independently staffed and resourced.

The Director General is accountable to the States of Guernsey and must submit a report on the activities of the Office along with audited accounts each year. The Board of Industry also has the right to approve the overall numbers of staff in the Office, and the Law provides for an independent **Utility Appeals Panel and Tribunal** to hear appeals against decisions of the Director General.

“...the smooth development of information society requires a solid legal and regulatory framework to create conditions of certainty for investors and consumers alike”

- Information Society, European Commission (website www.europa.eu.int/information_society/topics/international/ceec_nis/text_en.htm last updated 23/05/02)

These measures strike a balance between the essential need for independence so as to ensure that the market has confidence in the impartiality of the Director General’s decisions, while at the same time ensuring appropriate accountability and protecting the rights of parties affected by decisions of the Director General.

The Office of Utility Regulation

OUR Office

The work needed to set up a physical office for OUR was well underway as 1st October 2001 approached, and OUR was located in its own separate offices in Hirzel Court in St Peter Port on its first day. The Office is small but independently run and staffed with its own computer network, telephone system and services.

On launch day, the Office also had in place its own fully functioning independent website (www.regutil.gg) which has been extensively used as a communication tool with the regulated industries and interested members of the public. It has proven particularly useful in running public consultations and disseminating information with a total of **25 papers** published in 2001.

It is critical that all of the necessary expertise and experience is available to the Director General in arriving at regulatory decisions and putting in place regulatory frameworks that will pass the test of time and serve Guernsey's utility sector into the future. In its first three months the Office made use of a mixture of in-house expertise and outsourcing of projects, along with some short term contracts.

There were three Regulatory experts working within OUR in this period, one of whom was on a short term contract, and one Office Manager. With a total of **four staff** plus the Director General, the Office had less than 60% of its total approved staffing compliment in 2001. The dedication and hard work of OUR staff has been the key driver of the significant contribution the Office has been able to make in this short period of time.

OUR Processes

OUR adheres to the principles set out in the Regulation Law and adopts processes that are in line with best international practice and tailored to the unique needs of Guernsey.

In 2001, the Office developed its open and **transparent** consultative process that underpins the Director General's decisions.

The adoption of a **consistent** approach to licensing across all three utilities has allowed for maximum **efficiency** in using resources. However, OUR takes the individual characteristics of each utility sector into account when making decisions in each sector.



- **Fairness**
- **Impartiality**
- **Independence**
- **Timeliness**
- **Transparency**
- **Objectivity**

The Office of Utility Regulation

The Director General takes an **impartial** view of the industries and her role in protecting the interests of any of the regulated companies exists only insofar as it is necessary to meet the objective of delivering the best deal to Guernsey consumers and the Guernsey economy.

In line with international experience, where more **competition** develops, the Director General expects that the role of regulation will be reduced wherever possible, but only where customers' interests are adequately protected by the operation of effective competition. She will therefore keep the status of the markets under ongoing review.

OUR Communication

The principles governing the OUR's approach to consultation are set out in the first published document: **OUR 01/01 Regulation in Guernsey – the OUR approach and consultation process**. Each of the twelve consultation papers issued in 2001 have followed these principles.

In a complex and fast moving environment, open communication is essential. OUR seeks to encourage all groups and individuals to make their views known and help shape the regulatory regime for Guernsey.

The Director General has been encouraged by the participation in these consultations and urges industry parties, policy makers and consumers to take the opportunity to ensure that their **views are heard** through the consultation process. Reports on consultations and decisions are also published and available from the OUR website and a full list of documents published in 2001 is at **Annex B**.

The Director General has also had meetings and discussions with a wide range of individuals and companies that are interested in or affected by the regulatory regime and continues to be pleased to have an ongoing open communication process.

During 2001 the Director General spoke at many public events and met with various organisations and bodies in order to explain the functions and role of OUR to as **wide an audience** as possible. Meetings and presentations included the Guernsey Consumer Group, the Audit Commission, the Chamber of Commerce, the Rotary Club and the Institute of Directors.

She also gave a lecture at the WEA Course on Economics run by the Economics and Statistics Unit of the Advisory and Finance Committee and spoke to an international audience at the **Conference of Commonwealth Postal Administrations** hosted by Guernsey Post in September on the Guernsey model for postal regulation.

The Office of Utility Regulation

Taking the message of Guernsey's achievements to a wider audience, she also presented at an EU telecommunications conference on the Guernsey regulatory regime for telecommunications.

OUR International Liaison

Guernsey operates as an independent jurisdiction but it is essential to look to the wider international stage for examples, benchmarks, lessons to be learnt and to monitor Guernsey's progress against **international best practice**.

In the field of regulation, links with the UK are particularly strong and the UK regulatory regime has an important role to play in Guernsey. For example, our telephone numbers are within the UK international number range (00 44) administered by Ofcom the UK telecommunications regulator, and the UK Radiocommunications Agency handles the licensing of the use of radio frequency spectrum for Guernsey.

The UK also represents Guernsey's interests at many major international fora that Guernsey would not have the resources to attend, e.g. the ITU (**International Telecommunications Union**) and the WRC (**World Radio Conference**).

The Director General and OUR have established very good working relationships with the UK regulators and during 2001 the Director General met with David Edmonds, **Director General of Ofcom**; David Hendon, **Director of the Radiocommunications Agency** and Martin Stanley, **Chief Executive of Postcomm**, the UK postal regulator. Working meetings with these organisations are ongoing to ensure the smooth operation of the Guernsey regulatory framework.



Annual Report: 2001



“The main underlying factor in the increase in telecommunications revenue has been liberalisation.”

- OECD Communications Outlook 2001

Telecommunications: Overview

The Global Telecoms Market

By the end of 2001, most western developed economies had opened their telecommunications markets to competition (of almost 30 OECD countries, only two retained monopolies in parts of their markets), and the effects of this include an increase of 21.8% in the size of the market in revenue terms between 1997 and 1999. By 1999 the OECD telecoms market was worth USD 756 billion overall.

But 2001 was a **turbulent year** for telecommunications and technology firms worldwide. Global telecommunications companies, having surfed the crest of the technology wave for the previous few years, came crashing to reality as a general economic slowdown impacted on revenues, the events of September 11th shook market confidence worldwide, and European operators faced the mountain of debt that had been incurred to pay the billions of pounds in licence fees for 3G licences.

With the ebb of the unbridled optimism of the dot.com era, there have been casualties—some of the newer business models have simply not survived and many of the bigger companies are facing belt-tightening and debt restructuring.

But significantly, the **dominant incumbent operators**, those companies who started life as traditional phone companies and who still provide the core telecoms services we all use, have weathered this storm. The nature of core telecoms networks and services, the way they serve as a true “utility” in our modern economy, has meant that traditional telecommunications operators remain strong and growing entities.

The Guernsey Telecoms market

In Guernsey the debt burdens being faced by European telecoms operators are not an issue. The market in 2001 was characterised by one operator – Guernsey Telecoms Ltd – a wholly owned States company with a legal monopoly which was not due to be removed until some time during 2002-2003.

Telecommunications: Overview

Guernsey Telecoms Ltd is operating in a strong and sophisticated western economy notwithstanding its small size. With a population of over 62,000, two thirds of whom are in the 15-64 year age groups, historically strong GDP growth (with growth rates as high as 7.3%) and a leading offshore finance centre providing a variety of finance sector services such as banking, insurance, asset management etc, there are **clear opportunities for telecommunications growth**.

Fixed line penetration is high relative to European levels at 85%, while mobile penetration still lags behind Europe at 35% at the end of 2000 rising to 43% in mid-2001. Prepaid mobile services were introduced in November 2000 and have been growing rapidly.

The States of Guernsey has a pro-active **e-commerce policy** which seeks to encourage and facilitate e-commerce in the Bailiwick. This provides the telecoms sector with an opportunity to expand to meet the needs of this e-commerce customer base, while creating a challenge to the industry to have in place the physical and commercial infrastructure that is essential to the delivery of e-commerce solutions.

During the period covered by this report, the States of Guernsey was involved in a process to seek a strategic equity partner in Guernsey Telecoms Ltd and the timetable for removing the monopoly enjoyed by Guernsey Telecoms Ltd was published.

- bandwidth
- bitstream
- ISDN
- mobility
- video conferencing
- TCP/IP
- internet
- telecommunications
- spectrum
- communication
- satellite
- ADSL
- WLAN

Telecommunications: Policy Framework

States of Guernsey Policy

On 1st October 2001, the policy framework governing telecommunications in Guernsey changed radically. The States enacted the **Telecommunications (Bailiwick of Guernsey) Law, 2001** which set the scene for the opening up of the telecommunications market to competition. It commercialised Guernsey Telecoms, which became **Guernsey Telecoms Limited** and was already in the middle of a process to seek an equity partner to purchase a controlling share in Guernsey Telecoms Ltd and run the company as a world class telecoms firm.

The States' policy envisaged Guernsey Telecoms Ltd as a major player in Guernsey and so the States directed the Director General **to issue to Guernsey Telecoms Ltd the first telecommunications licences** in Guernsey to contain a universal service obligation.

The States went on to set out in a States Direction the **scope of that universal service**, which includes access to a fixed telephone capable of making local, national and international calls, at affordable and uniform prices, anywhere in the Bailiwick of Guernsey.

Recognising the key role that liberalisation has played in delivering customer and economic benefits in telecommunications markets throughout the world, The States also directed that the existing **exclusive rights of Guernsey Telecoms Ltd, be removed** as soon as possible, and in any event, within three years.

Thus States policy is that competing operators should be licensed to operate in the market as quickly as possible. The Director General later announced a timetable that would see new operators capable of being licensed to provide **services from 1st July 2002, networks from 1st December 2002 and mobile networks and services from 1st April 2003.**

The stage was set for the ground rules for the new market to be developed.

The full text of the States Directions is set out in **Annex A**

“Our values are about stability, security, confidence, entrepreneurship. We want to find e-business players who share the same values”

*-Kevin Green,
e-business director, Guernsey*



Telecommunications: Activity Report

Overview

Over the first three months of operation, OUR made a number of significant decisions and laid the framework for the telecoms market in Guernsey to develop in the coming years.

During 2001, the Director General concluded and implemented a **comprehensive licensing regime** for Guernsey Telecoms Ltd following an open and transparent consultation process. She also started the process of consulting on **licence terms and conditions for new entrants** into the market and started consultations on **price control** and **interconnection and access** – two key issues for the development of competition.

Licensing

The primary tool of regulation available to the Director General is the licence framework. Licence conditions govern the operation of licensees in the market and it is essential that they are clear, transparent and publicly available so as to ensure that operators are aware of their obligations and customers are aware of their rights.

In August 2001, prior to the establishment of OUR, the Director General published a consultation paper on the licensing framework in Guernsey (**OUR 01/02**) which sought to implement a light handed regulatory regime that would allow as many activities as possible to exist outside the licensing framework, thus removing the administrative burden of applying for a licence. The report on the consultation published in September (**OUR 01/12**) set out those areas that the Director General considers fall outside the regulatory regime and announced the outline of how the licensing framework would evolve over time.

In August the proposed licence terms and conditions for Guernsey Telecoms Ltd were published (**OUR 01/03**) and following the receipt of comments, a report on this consultation was published in September (**OUR 01/13**). Final licence terms and conditions for the fixed licence (**OUR 01/18**) and the mobile licence (**OUR 01/19**) were published at the end of September.

Telecommunications: Activity Report

In parallel with this, the Director General published and consulted on proposed decisions to find Guernsey Telecoms Ltd dominant in certain Guernsey telecommunications markets and therefore to apply certain specific licence conditions to the company (**OUR 01/04**). The report and final decisions were published in September (**OUR 01/14**).

On 1st October at a public press conference, two licences – one to provide fixed telecommunications services and another to provide mobile telecommunications services, were signed and issued to Guernsey Telecoms Ltd. The conditions in the licences applying to dominant operators were applied to Guernsey Telecoms Ltd including conditions designed **to prevent the abuse of a dominant position**, conditions on price control and conditions designed to protect consumers as well as conditions on quality of service.

The final licences issued to Guernsey Telecoms Ltd also contain time limited periods during which the company has a monopoly on providing services and networks in Guernsey and the dates on which those exclusive privileges will expire. These are:

- 1st July 2002 for the provision of telecommunications services;
- 1st December 2002 for telecommunications networks and leased lines; and
- 1st April 2003 for the provision of mobile networks and services.

Also in September an information notice on licence fees was published (**OUR 01/11**) following a consultation with affected parties. This notice set out the licence fees for the first full year of operation of OUR.

Having successfully issued the first licence to Guernsey Telecoms Ltd, the Director General went on in December to publish a consultation on the licence terms and conditions that should apply to **competing operators** in the fixed telecommunications market (**OUR 01/23**), and a consultation on the mobile telephony market in Guernsey and how competition might be introduced in the future (**OUR 01/25**).

At the end of 2001, Guernsey Telecoms Ltd had new and comprehensive licences to operate its fixed and mobile telecommunications networks and services, the timetable for licensing new operators in all parts of the market had been set, and the terms and conditions on which they would be licensed had been published for consultation.



Telecommunications: Activity Report

Costing

Among the licence conditions and the legal obligations on Guernsey Telecoms Ltd, some of the most important require the company to behave in a fair and non-discriminatory manner, to provide **cost-oriented services** to competitors and not to abuse its dominant position by predatory or other anti-competitive practices including unfair pricing, discrimination or cross-subsidisation.

To ensure that these obligations can be met, and to enable the Director General to monitor and enforce compliance with the obligations, the capture and recording of accurate costing information and the allocation of those costs in line with accepted principles is essential.

In preparation for a major work programme in 2002, the Director General commissioned Logica Consulting Ltd to undertake **a base line review** of the cost-accounting systems of each of the three utilities, including Guernsey Telecoms Ltd, to identify whether the systems were adequate to meet the requirements of the regulatory legislation and licences.

The results of this exercise provided the foundation for the development of **accounting separation guidelines** in 2002 as well as contributing to work on the price control on Guernsey Telecoms Ltd's services to end users.

Interconnection and Access

In a liberalised telecommunications market where there is more than one licensee, but one licensed operator has a dominant position in the market, it is essential that new operators can **access the network** of the dominant incumbent so that they can provide services to customers on that network.

The Law provides for the publication by the dominant operator of a **Reference Offer** for interconnection and access. This is the “shopping list” of services that the dominant incumbent will provide to its competitors so that they can in turn provide services to end users in competition with the incumbent. This shopping list must meet the needs of new entrants into the market if they are to be able to compete and the terms and conditions on which the services are provided must be cost-oriented and **non-discriminatory**.

Telecommunications: Activity Report

Guernsey Telecoms Ltd published its first draft Reference Offer in December 2001 and the Director General published an information note and call for comments in the same month (**OUR 01/24**). The conclusion of this consultation and the preparation of a final Reference Offer, including rates, was a major work stream for 2002.

Price Control

As well as ensuring that costs are accurately captured and recorded, it is essential that the costs that dominant operators incur and pass on to customers are only those that an **efficient operator** would incur. In other words, dominant or monopoly operators who do not face effective competitive pressure in their market places can often behave inefficiently and incur unnecessary costs which their customers have to pay because the customers have little or no choice of provider when purchasing the service concerned.

In order to ensure that Guernsey consumers are protected from this possibility and that efficiency gains made by the dominant incumbent are passed to consumers, the Director General proposed to impose price regulation on Guernsey Telecoms Ltd and published a comprehensive consultation paper in November 2001 (**OUR 01/22**).

At the same time, a work stream to prepare the information necessary to make a decision on the level of any price control was started and continued into 2002 when final decisions were made.



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- 40 million items of mail handled in Guernsey each year
- 12 million items within the Bailiwick
- 14 million items to the UK
- 14 million items internationally

Postal Services: Overview

World Postal Services

Postal markets in Europe are facing changing times, particularly the postal market in the UK. Under new EU rules these markets are gradually being opened up to **competition**, although individual jurisdictions are entitled to keep restrictions in place if that is necessary to ensure that all citizens receive a minimum or “universal” level of service. Existing State owned postal operators are changing ownership and positioning themselves to be the dominant providers of mail services in the internal EU market.

In the UK, the Postal Regulator, **Postcomm**, is consulting on opening up all of the UK postal market to competition and the incumbent postal operator Consignia (formerly Royal Mail) is facing difficult times in streamlining its operations, preparing for competition, cutting costs and meeting its regulatory requirements.

Add to this the new and evolving types of communication that blur the line between post and electronic communication, the increasing use of e-mail, the demise of the telegram and some exciting new opportunities for postal operators in the world of e-commerce and information management and this sector could be facing as much **change** in the near future as the telecoms sector has faced in the recent past.

Guernsey Postal Market

Guernsey operates an independent postal service with deliveries and collections throughout the Bailiwick six days a week. Guernsey Post Ltd also provides a wide range of services that underpin local businesses, from normal mail to registered delivery and bulk mailing. There is a close relationship with Consignia in the UK and all of Guernsey’s international and UK mail goes to Consignia for onward delivery.

A range of other companies for example, Securicor, DHL, Fedex, Interlink Express, Relay Couriers, Skynet and TNT Express provide services to the Guernsey market in that part of the market that is **open to competition**.

More than 1.1 billion letters are posted each day for domestic delivery and close to 23 million letters cross national borders. This accounts for approximately 8.5 billion international letters per year.

- universal postal union



Postal Services: The Policy Framework

The Policy framework

On October 1st 2001, the States of Guernsey commenced the **Post Office (Bailiwick of Guernsey) Law, 2001** and at the same time transformed the former States Post Office Board into a commercial company – Guernsey Post Limited.

The States also set out a number of **States Directions** to the Director General that define the framework within which the postal industry and OUR are required to work.

First, the States directed that Guernsey Post Ltd should be granted the first licence in Guernsey to contain a universal obligation to provide postal services throughout the Bailiwick.

The States also defined the **universal postal service** to include at least one delivery and one collection on each of six days a week, along with a range of ancillary services. These basic services are to be provided to all residences in the Bailiwick at uniform prices.

Finally, in order to ensure the continuity, viability and security of this universal service, the States directed the Director General to grant to Guernsey Post Ltd, exclusive rights to provide certain postal services.

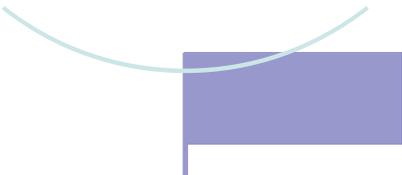
The area over which Guernsey Post Ltd is to be granted a monopoly is termed “**the reserved area**” and the States required the Director General to define this in more detail.

The full text of States Policy Directions is set out at **Annex A**.



“The Post Office (Bailiwick of Guernsey) Law, 2001 sets out to provide an updated modern framework within which a vibrant and competitive postal sector can develop in Guernsey to deliver efficient, high quality and good value services to customers.”

- Board of Industry Policy Letter,
September 2001



Postal Services: Activity Report

Overview

In its first three months, OUR **defined the reserved area** for postal services in which Guernsey Post Ltd would have a monopoly and by definition liberalised the rest of the market. OUR also put in place a **comprehensive licensing regime** for Guernsey Post Ltd and identified the key issues in the postal sector that would be addressed going forward.

The Director General noted that a major external influence on the Guernsey postal market is its relationship with Consignia, the UK post office. With significant changes taking place in the regulation of the UK postal market and the operation of Consignia, this relationship is in a state of adjustment. The Director General has therefore set out the foundation for the development of costing and pricing regulation over the coming months as this **key external driver** for the Guernsey postal market is clarified.

Licensing

In the postal sector, OUR adopted an approach similar to that in the telecommunications sector, using extensive consultation to finalise the scope and nature of the licensing regime to be applied to postal services in Guernsey. In August the proposed licence conditions that would apply to Guernsey Post Ltd in the postal sector were published for consultation (**OUR 01/05**) along with a proposed decision to find Guernsey Post Ltd dominant in the market for certain postal services in Guernsey (**OUR 01/06**).

Following the consideration of the responses received, reports on both of these consultations were published in September 2001 (**OUR 01/15 and OUR 01/16**) to enable the Director General to formally issue Guernsey Post Ltd with a full licence. This was done at a public press conference on 1st October 2001 and the licence terms and conditions for the company were also published (**OUR 01/20**).

Following the States Direction to the Director General that Guernsey Post Ltd should have a monopoly on the provision of services in so far as this was necessary to ensure the continuation and stability of the universal postal service, the Director General made an Order under the Postal Law to define what services Guernsey Post Ltd would have a monopoly on.



Postal Services: Activity Report

In September 2001, an information note and the Order were published on the OUR website (**OUR 01/17**). Because Guernsey Post Ltd was found to have a dominant position in the market for reserved services, certain licence terms and conditions were applied to Guernsey Post Ltd to control its dominant position including conditions requiring the company not to abuse its **dominant position** or engage in **unfair practices** as well as conditions relating to **price control**.

Costing Systems

The OUR commissioned Logica Consulting to undertake an examination of the Guernsey Post Ltd cost accounting system to enable the Director General to assess the adequacy of the system for regulatory purposes. This work provides a **platform for the development** of separated accounts for Guernsey Post Ltd and for the examination of the possibility of introducing price control in the future.

Pricing

Given the significant uncertainties involved in identifying the cost base of Guernsey Post Ltd pending the clarification of the costs for services it receives from and provides to Consignia, the Director General deferred further consideration of price control for the postal market until 2002.

World Electricity Markets

The opening up of electricity markets to competition is another part of the European Union policy on its internal market and like the post and telecoms sectors, the European electricity, and indeed gas, markets are facing inevitable change in their market structures. Already, generation in Europe is open to competitive entry and the use of **interconnectors** between countries allows trading of electricity between jurisdictions.

The EU programme for liberalisation requires that larger customers be allowed to choose their electricity supplier and proposes that by 2005 all customers should have a choice of who they purchase their electricity from.

Notwithstanding the introduction of competition in both generation and supply markets, the European “electricity network” businesses continue to be run by operators with exclusive rights it is generally recognised that this is a more cost-efficient way to provide electricity networks.

In the UK, the electricity market was opened to competition between September 1998 and May 1999 and over 25% of customers who can choose an alternative electricity supplier have done so. By June 2000 the customers who had switched were saving some £45 per annum on average—around 15% of their bill, while those who had remained with their existing electricity company were saving about £23 per annum due to overall competitive and regulatory pressure on prices, according to a National Audit Office report.

Guernsey Electricity Market

The Guernsey electricity market is small with approximately 30,000 customers and it is served by the States Electricity Board (due to be commercialised as Guernsey Electricity Ltd in 2002). The States Electricity Board has a monopoly on all aspects of the generation, transmission and supply of electricity and meets the needs of the island by a combination of on-island generation capability and electricity imported over an interconnector from France via Jersey.

“since electricity supply competition began [in the UK] in September 1998 more than 6.5 million customers – one in four – have saved money by changing supplier”

- National Audit Office



Electricity: The Policy Framework

The Policy framework

The Electricity (Guernsey) Law, 2001 was approved by the States of Guernsey but is not due to be commenced until 2002, at the same time that the former States Electricity Board will be transformed into Guernsey Electricity Ltd – a wholly stated owned commercialised utility company.

In preparation for that date in 2002, the policy framework for electricity has been set out by the States for the island of Guernsey. This framework does not extend to the other islands in the Bailiwick.

In September 2001 the States decided that Guernsey Electricity Ltd when it was formed would play a central role in the Guernsey electricity market and issued a States Direction to the Director General to issue **appropriate licences to Guernsey Electricity Ltd** when it was formed.

In directing the Director General to issue a **public supply** licence to Guernsey Electricity Ltd, the States noted that the licence brought with it a **public supply obligation** that would ensure that the company was obliged to supply all premises in Guernsey with electricity on request, and therefore that the legislation and the new regime protected the interests of users and there was not a need to make additional directions in relation to universal service.

The States also directed that Guernsey Electricity Ltd should not have any monopoly rights in relation to the generation of electricity meaning that any interested party could apply to OUR for a licence to generate electricity in the Island of Guernsey in **competition** with Guernsey Electricity Ltd.

With regard to the remainder of the electricity market – the conveyance of electricity and supply of electricity, the States directed that Guernsey Electricity Ltd should have a **monopoly on conveyance** for a period of 10 years as this aspect of the business is likely to be a natural monopoly and it has been common in other jurisdictions to retain it with one company. On supply the States directed that one year of exclusivity be granted to Guernsey Electricity Ltd in its licence and requested the Director General to investigate this aspect of the market and **report back to the Board of Industry** on the introduction of competition into this market in the future.

The full text of States Directions is set out in **Annex A**.

Electricity: Activity Report

Licensing

In preparation for the commencement of the relevant legislation the Director General consulted publicly during August on the regulatory framework for electricity in Guernsey (**OUR 01/07**), the proposed licence terms and conditions that would be included in electricity licences (**OUR 01/08**) and a proposal to find that Guernsey Electricity Ltd (following incorporation) was dominant in the generation conveyance and supply markets in Guernsey (**OUR 01/09**).

This last proposal meant that certain specific conditions in the electricity licences would be applied to Guernsey Electricity Ltd to control its dominant position including provisions in relation to price control and unfair practices and cross subsidisation

In September, the Director General extended the time for responses to these consultation papers on the basis that the relevant Laws would not be commenced until early in 2002 (**OUR 01/10**). This gave all interested parties a further opportunity to comment on the issues raised in the papers.

Review of cost accounting systems

In parallel, the Director General had a review of Guernsey Electricity's cost accounting systems undertaken to assist in preparation for regulatory implementation in 2002, examining such issues as how the three core businesses of generation, conveyance and supply might be **separately accounted** for and to provide an overview of whether the existing systems would be adequate to meet the new regulatory regime. This formed the foundation of significant further work in 2002.

Guernsey's Electricity Sector has:

- Approximately 30,000 electricity customers;
- Peak demand of approximately 65MWh;
- An interconnector link to France via Jersey;
- Significant on-island generation capacity;
- One vertically integrated electricity operator



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The Bailiwick of Guernsey :

- Comprises the islands of Guernsey, Alderney, Sark, Herm, Jethou, Brechou and Lihou;
- Total population is 62,101
- Alderney's population is 2,294
- Guernsey's population (including Herm and Jethou) is 59,807
- Alderney and Sark have separate parliaments to Guernsey

Inclusion and Equity

The Bailiwick of Guernsey comprises a number of islands including Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou. Both **Alderney** and **Sark** have their own independent parliaments separate from the Guernsey States of Deliberation.

“In performing the duty imposed by this section the States and the Director General shall have equal regard to the interests of the residents of all islands of the Bailiwick”

- The Regulation of Utilities (Bailiwick of Guernsey) Law, 2001

Alderney and Sark come within the regulatory regime for telecommunications and postal services and the Law explicitly recognises the inclusion of these islands. Both islands operate separate electricity arrangements from those in Guernsey.

The development of the regulatory regime for post and telecommunications during 2001 affected Alderney and Sark as significantly as Guernsey. For example the States Directions to the Director General in relation to the provision of universal telecommunications services and universal postal services in the Bailiwick of Guernsey extend to Alderney and Sark as well as the other islands of the Bailiwick.

Therefore the people living on Alderney and Sark are entitled to receive the same basic services as the people in Guernsey at the same **uniform affordable price**. This protects the interests of users in those islands in relation to core telephony services and postal deliveries.

The licence provisions developed by the Director General also encompass Alderney and Sark and therefore any provisions protecting consumers and the market in general extend to Alderney and Sark and provide protection there also.





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Financial Statements and Report for the Period 1 October 2001 to 31 December 2001 for the Public Regulation Fund

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Foreword to the Accounts

Regulation of Utilities requires a keen understanding of all the facets of industry and an ability to combine expertise in law, engineering, accounting, audit, economics and business analysis to develop innovative and practical solutions to facilitate market development. In a rapidly changing environment these challenges are particularly acute.

The Director General of Utility Regulation operated in a shadow capacity until 1st October 2001 when the Office was established in Law. In October the Director General set up the Public Utilities Regulation Fund and in September 2001, the fees payable by the utility companies in the first financial year of the OUR were published in **Document OUR 01/11**.

On 1st October the Office was staffed by the Director General, a Regulatory Adviser and an Office Manager. During October 2001 two new regulatory experts joined, and the Office also used consulting expertise in this period to carry out its functions.

From its inception, the OUR has collected licence fees for the range of licensing activities under its auspices, and has also been provided with some grant aid from the Board of Industry as sanctioned by the States of Guernsey.



Public Utilities Regulation Fund

Fund Information

DIRECTOR GENERAL Ms R Finn

OFFICE ADDRESS: Suites B1 & B2
Hirzel Court
St Peter Port
Guernsey
GY1 2NH

AUDITORS: Chandlers Limited
Chartered Accountants
Anson Court
La Route des Camps
St Martin's
Guernsey

Public Utilities Regulation Fund

Report of the Director General for the period 1 October 2001 to 31 December 2001

I have pleasure in submitting the annual report and audited financial statements for the Public Utilities Regulation Fund for the period ended 31st December 2001.

Financial Year

The accounting period consists of the three months from 1st October to the 31st December 2001.

Principal Activities

The Office of the Director General of Utility Regulation was established on 1st October 2001 in accordance with the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001. Various transactions before that date were carried out under the auspices of the Board of Industry as a shadow Office was established. The functions of the Office relate to the regulation and licensing of the telecommunications, and postal industry and preparation for the regulation and licensing of the electricity industry in 2002. The Office is funded by income received from the regulated industries and grant aid from the Board of Industry.

Statement of The Director General's Responsibilities

The Director General is responsible for preparing the financial statements for each financial year which give a true and fair view of the state of affairs of and of the income or deficit of the Public Utilities Regulation Fund for that period. In preparing those financial statements, the Director General is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Fund will continue in operation.

The Director General is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Fund and to ensure that the financial statements comply with applicable accounting standards. The Director General is also responsible for safeguarding the assets of the Fund and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors and Accounts

In accordance with Section 13 of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001, the Director General shall keep all proper accounts and records in relation to those accounts and shall prepare in respect of each year a statement of account giving a true and fair view of the state of affairs of the Office of the Director General.

The Law also requires the Director General to have the accounts audited annually by auditors appointed with the approval of the Board of Industry. The Director General, with the approval of the Board of Industry, has appointed Chandlers Limited as the auditors to the Public Utilities Regulation Fund.

The audited accounts shall be submitted to the Board of Industry which shall in turn submit them together with the auditors report thereon to the States with the Director General's annual report.

The auditors have indicated their willingness to continue in Office.

Regina Finn
Director General of Utility Regulation
29th August 2002



Public Utilities Regulation Fund

Report of the Independent Auditors to the Members of Public Utilities Regulation Fund

We have audited the financial statements of Public Utilities Regulation Fund for the period ended 31 December 2001 on pages thirty five to thirty eight. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Respective responsibilities of Director General and auditors

As described on page thirty three the Fund's Director General is responsible for the preparation of financial statements in accordance with applicable law and United Kingdom Accounting Standards.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001. We also report to you if, in our opinion, the Report of the Director General is not consistent with the financial statements, if the Fund has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding the Director General's remuneration and transactions with the Fund is not disclosed.

We read the Report of the Director General and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Director General in the preparation of the financial statements, and of whether the accounting policies are appropriate to the funds circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In the opinion the financial statements give a true and fair view of the state of the Fund's affairs as at 31 December 2001 and of its surplus for the period then ended and have been properly prepared in accordance with the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001.

Chandlers Limited
Chartered Accountants
Anson Court
La Route des Camps
St Martin's
Guernsey

Dated: 30th August 2002

Public Utilities Regulation Fund

Income and Expenditure Account for the Period 1 October 2001 to 31 December 2001

	Notes	£
INCOME		
License fees		105,000
Grants		62,008
Bank interest		98
		<hr/>
		167,106
EXPENDITURE		
		101,989
		<hr/>
		65,117
TRANSFER TO CONTINGENCY RESERVE		
		(65,117)
		<hr/>
NET OPERATING SURPLUS FOR THE PERIOD	2	-
		<hr/>

The notes form part of these financial statements

Public Utilities Regulation Fund

Balance Sheet 31 December 2001

	Notes	£	£
FIXED ASSETS:			
Tangible assets	4		52,301
CURRENT ASSETS:			
Debtors	5	6,953	
Cash at Bank		21,801	
		<hr/>	
		28,754	
CREDITORS: Amounts falling due within one year	6	15,938	
		<hr/>	
NET CURRENT ASSETS:			12,816
			<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES:			65,117
			<hr/>
RESERVES:			
Contingency reserve			65,117
			<hr/>
			65,117
			<hr/>

Regina Finn
Director General of Utility Regulation

Approved on 29th August 2002

The notes form part of these financial statements

Public Utilities Regulation Fund

Notes to the Financial Statements for the period 1 October 2001 to 31 December 2001

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective March 2000).

Income

Income represents net invoiced licensed fees and grants received from the States of Guernsey.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Office Equipment	-20% on cost
Fixtures and Fittings	-20% on cost
Computer Equipment	-20% on cost

2. OPERATING SURPLUS

The operating surplus is stated after charging:

	£
Depreciation—owned assets	2,753
Auditors remuneration	1,500

3. TAXATION

Under Section 12 of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001 the fund is exempt from Guernsey Income Tax.

4. TANGIBLE FIXED ASSETS

	Office Equipment	Fixtures and Fittings	Computer Equipment	Totals
	£	£	£	£
COST:				
Additions	<u>32,961</u>	<u>3,065</u>	<u>19,028</u>	<u>55,054</u>
At 31 December 2001	<u>32,961</u>	<u>3,065</u>	<u>19,028</u>	<u>55,054</u>
DEPRECIATION:				
Charge for Period	<u>1,708</u>	<u>94</u>	<u>951</u>	<u>2,753</u>
At 31 December 2001	<u>1,708</u>	<u>94</u>	<u>951</u>	<u>2,753</u>
NET BOOK VALUE:				
At 31 December 2001	<u>31,253</u>	<u>2,971</u>	<u>18,077</u>	<u>52,301</u>

Public Utilities Regulation Fund

**5. DEBTORS: AMOUNTS FALLING
DUE WITHIN ONE YEAR**

Grants

£
6,953

**6. CREDITORS: AMOUNTS FALLING
DUE WITHIN ONE YEAR**

Bank Loans and Overdrafts
Trade creditors
Accruals

£
5,062
1,798
9,078
15,938

Annex A: States Directions:Telecommunications

In accordance with Section 3 of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001, the States of Guernsey may, by Resolution, give to the Director General, directions regarding specified matters.

At its meetings in March and September 2001, the States resolved to give a number of such Directions to the Director general and in accordance with Section 8 of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001, these are reproduced below:

Telecommunications: Scope of Universal Service Obligation (USO)

All users in the Bailiwick shall have available to them the services set out below at the quality specified, independently of geographical location and, in the light of local and national conditions, at an affordable price:

Access at Fixed Locations:

- all reasonable requests for connection to the public telephone network at a fixed location and for access to publicly available telephone services at a fixed location shall be met by at least one operator;
- the connection provided shall be capable of allowing users to make and receive local, national and international telephone calls, facsimile communications and data communications, at data rates that are sufficient to permit Internet access;

Directory enquiry services and directories:

- at least one subscriber directory covering all subscribers of direct public telephone service providers shall be made available to users and shall be updated regularly and at least once a year;
- at least one telephone directory enquiry service covering all listed subscribers' numbers shall be made available to all users, including users of public pay telephones;

Public Pay telephones:

- public pay telephones shall be provided to meet the reasonable needs of users in terms of the geographical coverage, the number of telephones and the quality of services.

Annex A: States Directions: Telecommunications

Special measures for disabled users and users with special needs:

- these provisions shall also apply to disabled users and users with special social needs, and specific measures may be taken by the Regulator to ensure this.

Telecommunications: Identity of First Licensee with USO

The Director General of Utility Regulation shall issue the first licence to contain a telecommunications Universal Service Obligation to Guernsey Telecoms Limited, the company established to take over the functions of the States Telecommunications Board pursuant to the States agreement to the recommendations of the Advisory and Finance Policy letter published in this Billet.

Telecommunications Special or Exclusive Rights

The provision of telecommunications networks and services in the Bailiwick of Guernsey shall be opened up to competition at the earliest possible time consistent with the Regulation of Utilities (Bailiwick of Guernsey) Law 2001.

In accordance with section 3(1)(b) of that Law, the States directs the Regulator to decide the duration of any exclusive or special privilege granted to any licensee in relation to the provision of telecommunications networks and/or services with a view to ensuring that competition is introduced into all parts of the market at the earliest possible time.

The Regulator may decide on different terms for privileges granted in different markets or segments of the market. In any case, the States directs that the term of any such rights shall not exceed three years at most from the date of this Direction.

Annex A: States Directions: Post

Post: Universal Service Obligation

The following universal postal service shall be provided by at least one licensee throughout the Bailiwick of Guernsey at uniform and affordable prices, except in circumstances or geographical conditions that the Director General of Utility Regulation agrees are exceptional:

- One collection from access points on six days each week;
- One delivery of letter mail to the home or premises of every natural or legal person in the Bailiwick (or other appropriate installations if agreed by the Director General of Utility Regulation) 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.

In providing these services, the licensee shall ensure that the density of access points and contact points shall take account of the needs of users.

“access point” shall include any post boxes or other facility provided by the Licensee for the purpose of receiving postal items for onward transmission in connection with the provision of this universal postal service.

Post: Identity of First Licensee with a USO

The Director General of Utility Regulation shall issue the first licence to contain a postal Universal Service Obligation to Guernsey Post Limited, the company established to take over the functions of the States Post Office Board pursuant to the States agreement to the recommendations of the Advisory and Finance Policy letter published in this Billet.

Annex A: States Directions: Post

Post: Special or Exclusive Rights

The Board, after consultation with the Shadow Regulator, recommends the States

- (a) to pass a Resolution giving a direction to the Director General in a accordance with section 3(1)(b) of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001 to award to Guernsey Post Office Limited the exclusive right to provide postal services in the Bailiwick to the extent that such exclusive right is necessary to ensure the maintenance of the universal postal service specified by States' directions under section 3 (1)(c) of that Law; and
- (b) to request the Director General to review and revise the award of exclusive rights from time to time with a view to opening up the Bailiwick postal services market to competition, provided that any such opening up does not prejudice the continued provision of the universal postal service.

Annex A: States Directions: Electricity



Electricity: Universal Service Obligation (“Public Supply Obligation”)

The States did not make any Directions in relation to a Universal Service Obligation in the electricity markets, as it noted that the provisions of the Electricity Law adequately protected the interests of users by ensure a Public Supply Obligation would be in place.

Electricity: Identity of First Licensee with a USO

The Director General of Utility Regulation shall issue the first licence to contain an electricity Universal Service Obligation to Guernsey Electricity Limited, once that company is established to take over the functions of the States Electricity Board.

Electricity: Special or Exclusive Rights

The Board, after consultation with the Shadow Regulator, recommends the States to pass a Resolution giving a direction to the Director General in accordance with section 3(1)(b) of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001 to award to Guernsey Electricity Limited an exclusive electricity conveyance licence in respect of the conveyance of electricity in Guernsey for a period of 10 years once that company has been formed.

The Board makes no recommendation to the States to pass a Resolution giving a direction to the Director General in relation to the period of exclusivity of any generation licence to be granted under the Electricity (Guernsey) Law, 2001.

The Board, after consultation with the Shadow Regulator, recommends the States to pass a Resolution giving a direction to the Director General in accordance with section 3(1)(b) of the Regulation of Utilities (Bailiwick of Guernsey) Law, 2001 to award to Guernsey Electricity Limited (once that company has been formed) an exclusive electricity supply licence in respect of the supply of electricity in Guernsey for a period of one year. The Board also recommends the States to request the Director General to investigate the impact of the introduction of competition into the electricity supply market further and to provide a recommendation and advice to the Board of Industry on the introduction of such competition.



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Annex B: Documents Published in 2001

- 01/01** Regulation in Guernsey - the OUR Approach and Consultation Procedures
- 01/02** Telecommunications in Guernsey - Licensing Framework for a Competitive Market - Consultation Paper
- 01/03** Telecommunications Licence Conditions - Consultation Paper
Appendix 1 Telecommunications Licence—Explanatory note on conditions
Appendix 2 (Fixed Telecoms Licence Conditions)
Appendix 3 (Mobile Telecoms Licence conditions)
- 01/04** Proposed Decisions under the Telecommunications (Bailiwick of Guernsey) Law, 2001 - Consultation Paper
- 01/05** Postal Licence Conditions - Consultation Paper
Appendix 1 Postal Licence—Explanatory note on conditions
Appendix 2 (Postal Licence Conditions)
- 01/06** Proposed Decisions under the Post Office (Bailiwick of Guernsey) Law, 2001 - Consultation Paper
- 01/07** Electricity in Guernsey: Licensing Framework - Consultation Paper
- 01/08** Electricity Licence Conditions - Consultation Paper
Appendix 1 Electricity Licences—Explanatory note on conditions
Appendix 2 (Electricity Licence Conditions)
- 01/09** Proposed Decisions under the Electricity (Guernsey Law), 2001 - Consultation Paper
- 01/10** Consultations on Regulation of Electricity in Guernsey - Notice of Extension of Deadlines
- 01/11** Licence Fees for Telecommunications, Postal and Electricity Licences - Information Notice
- 01/12** Telecommunications in Guernsey - Licensing Framework for a Competitive Market; Report on the Consultation Paper
- 01/13** Telecommunications Licence Conditions; Decision Notice and Report on the Consultation Paper
- 01/14** Decisions under the Telecommunications (Bailiwick of Guernsey)

Annex B: Documents Published in 2001

Law 2001 - Decision Notice and Report on the Consultation

- 01/15** Postal Licence Terms and Conditions - Decision Notice and Report on the Consultation Paper
- 01/16** Decisions under The Post Office (Bailiwick of Guernsey) Law 2001 - Decision Notice and Report on the Consultation Paper
- 01/17** Reserved Postal Services in Guernsey - Order under Section 9(1) of the Post Office (Bailiwick of Guernsey) Law 2001, Information Document
- 01/18** Fixed Telecommunications Licence Conditions
- 01/19** Mobile Telecommunications Licence Conditions
- 01/20** Postal Licence Conditions
- 01/21** Information Note for Holders of Licences granted by the States Telecommunications Board
- 01/22** Proposals for the Price Regulation of Fixed Telecommunications Services - Consultation Paper
- 01/23** Telecommunications Licence Terms and Conditions - Consultation Paper
Appendix 1 Telecommunications Licence—Explanatory note on conditions
Appendix 2 (Telecommunications Licence Conditions)
- 01/24** Guernsey Telecoms Reference Offer for Interconnection and Access - Invitation to Comment
- 01/25** Mobile Telephony Licensing in Guernsey