



## **MEDIA STATEMENT**

**19 November 2020**

### **GCRA upholds complaint against Guernsey Electricity**

The Guernsey Competition and Regulatory Authority (**GCRA**) has found that Guernsey Electricity Limited (**GEL**) has breached its Electricity Licence Conditions by failing in its obligation to publish the prices it charges a select number of commercial customers for electricity. In addition, GEL has failed to demonstrate that those prices are transparent, non-discriminatory or cost-justified. The regulated business is held to account through licensing obligations on transparency of the prices it offers. Visibility of prices and discounts offered to its electricity customers is necessary for the GCRA as the regulatory body, to be assured pricing is fair, for example that other customers are not subsidising special offers to a few large customers or showing unfair preference.

Michael Byrne, GCRA CEO said, “Rules of transparency are in place to ensure fair play in a special context where a single business has a powerful position in our economy with legacy advantages over any nascent competition and a very powerful position over consumers. Transparency about Guernsey Electricity’s prices is vitally important to assure fairness. We have no view whether these special prices Guernsey Electricity charges a select group of customers are unfair or whether householders are subsidising those prices, and we are not saying GEL cannot compete. Guernsey Electricity’s decision not to be transparent has however removed visibility of its pricing behaviour and this cannot be allowed to continue.”

Despite being informed that its conduct breaches its Electricity Licence, GEL has not accepted the GCRA provisional decision.

Mr Byrne added, “The GCRA has indicated to GEL that this is not an acceptable situation but regrettably is placed in a position of having to enforce transparency.”

GEL now has three weeks to publish the pricing information and the GCRA has offered to work with the company to discuss the best format in which that information will be provided.

**Issued on behalf of the Guernsey Competition & Regulatory Authority by:**

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**About the Guernsey Competition & Regulatory Authority:**

The Guernsey Competition and Regulatory Authority (GCRA) was established under The Guernsey Competition and Regulatory Authority Ordinance, 2012. The GCRA is responsible for regulating the telecoms and electricity sectors and for the administration and enforcement of the Guernsey competition law since it came into force on 1 August 2012.