

JCRA

Strategic Review of Postal Services

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What are Postal Services?

Postal services play an important role in our society, and being able to regularly send and receive letters, packets and parcels both locally and overseas is something we all value. Post as a form of communication remains well-used by both consumers and businesses and continues offering a vital way of completing business transactions and provide goods and services without having to meet in person.

The market for postal services is presently undergoing considerable change, however, as people switch from sending letters to using digital forms of communications such as email. At the same time the number of parcels being sent and received has considerably increased, predominately driven by the rise in online retailing.

Jersey Post is currently the only public postal operator with a universal service obligation in Jersey. There is currently one other licenced postal operator; High Speed Freight Services. This operator provides a limited international mail service to businesses.

Our role in postal services

We have a legal role as regulator of local postal services, which requires us to protect and further the use of those services and, where appropriate, promote competition in the sector.

We have responsibility for overseeing licensed postal operators in Jersey, including Jersey Post, which is the only one required by a universal service obligation to ensure all islanders receive a minimum level of service. Other licensed operators provide more discrete postal services, available to only businesses for example.



Why are we carrying out this review?

From time-to-time, our role and responsibilities need us to consider whether there is a need to change our regulatory approach and/or if there is a need for licence changes to ensure the interests of islanders are continue being best served.

As our last strategic review of postal services was in 2012, it is appropriate to carry out a new one now, especially in light of market changes since that time.

What is the scope of the review?

Our aim is to ensure the existing regulatory framework is fit for purpose and effective. We have started by launching a non-statutory call for information.

We are not making any policy proposals at this point, instead we are inviting views on four main themes which will form the basis of our strategic review. These are:

1. The interests of postal users

This theme is focused on understanding postal users needs and how these can be best met to ensure there is an accessible, affordable and efficient postal service in place available to all Island businesses and residents

2. The universal service obligation

The universal postal service is a form of protection for postal service users, in particular vulnerable users and those that are digitally disadvantaged and this theme looks to explore its role going forwards.

3. The future regulation of postal services

This theme looks to consider what regulation is needed for postal services going forwards. This includes consideration for the rapidly growing inbound parcel sector which is driven by online retailing.

4. Wider influences on postal services

This theme aims to capture, other considerations, such as global events which are not controllable, however, they could affect the delivery of the postal service in Jersey



How can you help?

Online Survey

We are running a short (5 minute) online survey to provide Islanders with an easy way to provide feedback.

Scan the QR code
to take the survey

<https://forms.office.com/r/Ym8fGEm1P4>



If you would like more information on our strategic review of postal services, we have also published a formal call for information consultation paper. This can be downloaded from our website at: <https://www.jcra.je/cases/2022/I-012-strategic-review-of-postal-services/>

Written response

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Email response

info@jcra.je

Please mark all written comments **'Strategic review of postal services'**. The closing date for comments is: 5pm, Friday, 20 January 2023.

Our practice is to publish responses to consultations on its website. It should be clearly marked if your response is confidential.