



Case P-008

Regulatory Review of Air and Sea Port Operations

Case Closing Information Note

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Information Note

The Jersey Competition Regulatory Authority's (the **Authority**) has today published a Final Notice for the pricing framework for the regulatory review of port operations and services (the **Review**).¹ This Information Note provides stakeholders with an overview of the Review and next steps with respect to quality of service.

Port operations and services play a critical role in our society and almost everyone in Jersey is reliant upon these services in some way. To that end, the Air and Sea Ports (Incorporation) (Jersey) Law 2015 (the **Law**) enables the Authority to license port operations in Jersey. As the only supplier of port operation services, Ports of Jersey Limited (**Ports of Jersey**) is subject to economic regulation, including pricing and quality of service standards:

- The price control acts to protect consumers and businesses and prevents Ports of Jersey from abusing its market power.
- The quality of service standards are aligned with international best practice to ensure positive consumer outcomes, similar to those that would be expected in competitive markets.

When the Review was launched in February 2023 it was envisaged that it would cover both the price control and quality of service standards. Consistent with the transformational nature of Ports of Jersey investment plans, and the expiry of the existing control (on 31 December 2024) the Authority's focus has been on the pricing framework. This work is now complete with the Final Notice marking the completion of this area.

Given the substantive developments which occurred in the pricing framework review, the Authority has decided to carry out the review of quality of service separately, for completion during the next control period. This will ensure renewed focus on this area and will enable the Authority to secure further stakeholder feedback on this important area. Further details on this review will be published in due course and in the meantime the Authority will continue to review and publish the quarterly reporting under the existing framework.

¹ All case documents are available at: [P-008 Regulatory Review of Air and Sea Port Operations](#)