

The UK consumer  
perspective:  
implementation of the USO  
in the postal sector



The Consumer Council



# Who we are:

Submission on behalf of Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland (CCNI).



**Citizens Advice Post** @CABPost · Oct 24

A #Friday afternoon tweet... meet the #UK #post and #mail consumer watchdogs for @CABPost #cutedog



# Recommendations

- USO must be sustainable and meet changing user needs whilst encouraging efficiency by postal operators,
- an outcome based approach to the USO as opposed to an output based approach,
- in setting out future weight requirements for the USO consideration needs to be given to ensuring that this meets the goal of developing a competitive single market and addresses the disadvantage experienced by rural and remote dwellers,



# Recommendations

- distinctions may be required between the appropriate provision in different geographical areas and discretion should be granted to allow NRAs to decide how best to define urban, rural and remote areas within their borders,
- competition can work well for consumers as seen in the UK parcel market where it has had an innovative effect on the universal service provider to innovate and increase flexibility of services,
- USO funding mechanisms must not be skewed, and must maintain that the various elements of the universal service provider function in an efficient manner and limit the risk of financial burden, and
- clarification should also be outlined on the various VAT regimes that are set out across EU member states to ensure that cross-border e-commerce can continue to grow without disadvantage to certain groups of consumers and retailers based on location.



# The way forward

- discussions need take full account of national differences and the unique geographical, socio-economic, cultural and behavioural factors of each EU Member State, and
- enshrines consistent and clear interpretation of the Directive across Europe.

