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ST HELENA UTILITIES REGULATORY AUTHORITY

DIRECTION UNDER SECTION 5(1) OF THE UTILITY SERVICES ORDINANCE 2013

Whereas condition 3.1 of the licence issued to Connect St Helena requires that the Utility Provider, for the purpose of monitoring the Utilities Provider's compliance with the Conditions and the Relevant Law, shall provide to the Authority in the manner and at the times required by the Authority, any documents, accounts, returns, estimates, reports or other information required by the Authority, including the documents, accounts, returns, estimates, reports and other information specified in the licence.

Whereas condition 16.7 of the licence issued to Connect St Helena requires that within thirty days of the end of each annual period during the Term, the Utilities Provider shall provide the Authority with a written report in a form required by the Authority on its achievements under the Plans during the preceding year, as set out in Condition 16.2.

Whereas condition 22.6 of the licence issued to Connect St Helena requires that the Utilities Provider shall provide the Authority with all assistance reasonably necessary to enable the Authority to monitor the implementation and operation of any Code and this assistance shall include, without limitation, permitting the Authority access to relevant documentation held by the Utilities Provider.

Whereas on the 20th of July 2023 the Utilities Regulatory Authority required the Utility Provider to provide each year on the 31st of May an annual report:

- i. addressing each objective in the strategic plan;
- ii. detailing compliance or otherwise with the performance measures identified in the strategic plan. If the timeframe for meeting the performance measure is outside the period of the report then the report must address what steps have been taken towards meeting that timeframe, this last matter being particularly relevant to objectives 4.2.1 and 2.3.1 where the end dates are 2028;
- iii. detailing compliance or otherwise with the Codes of Practice; and
- iv. detailing compliance or otherwise with the Public Utilities Development Plan

Whereas the Utility Provider has failed to submit a report in 2025.

Whereas the Utility Provider advised that a report would be received by the 12th of September 2025.

Whereas the report has yet to be received with no indication when it might be received.

Pursuant to section 5(1) of the Utility Services Ordinance, 2013 the Utilities Regulatory Authority makes the following directives:

DIRECTIVES

1. The Utility Provider is hereby DIRECTED that the annual report for 2025 will be received by the Authority on or before the 13th of October 2025.
2. The Utility Provider is further DIRECTED that for each year from 2026 onwards the report shall be received on or before the 31st of May of each year.

Duncan Cooke
Chairman Utilities Regulatory Authority

29 September 2025