

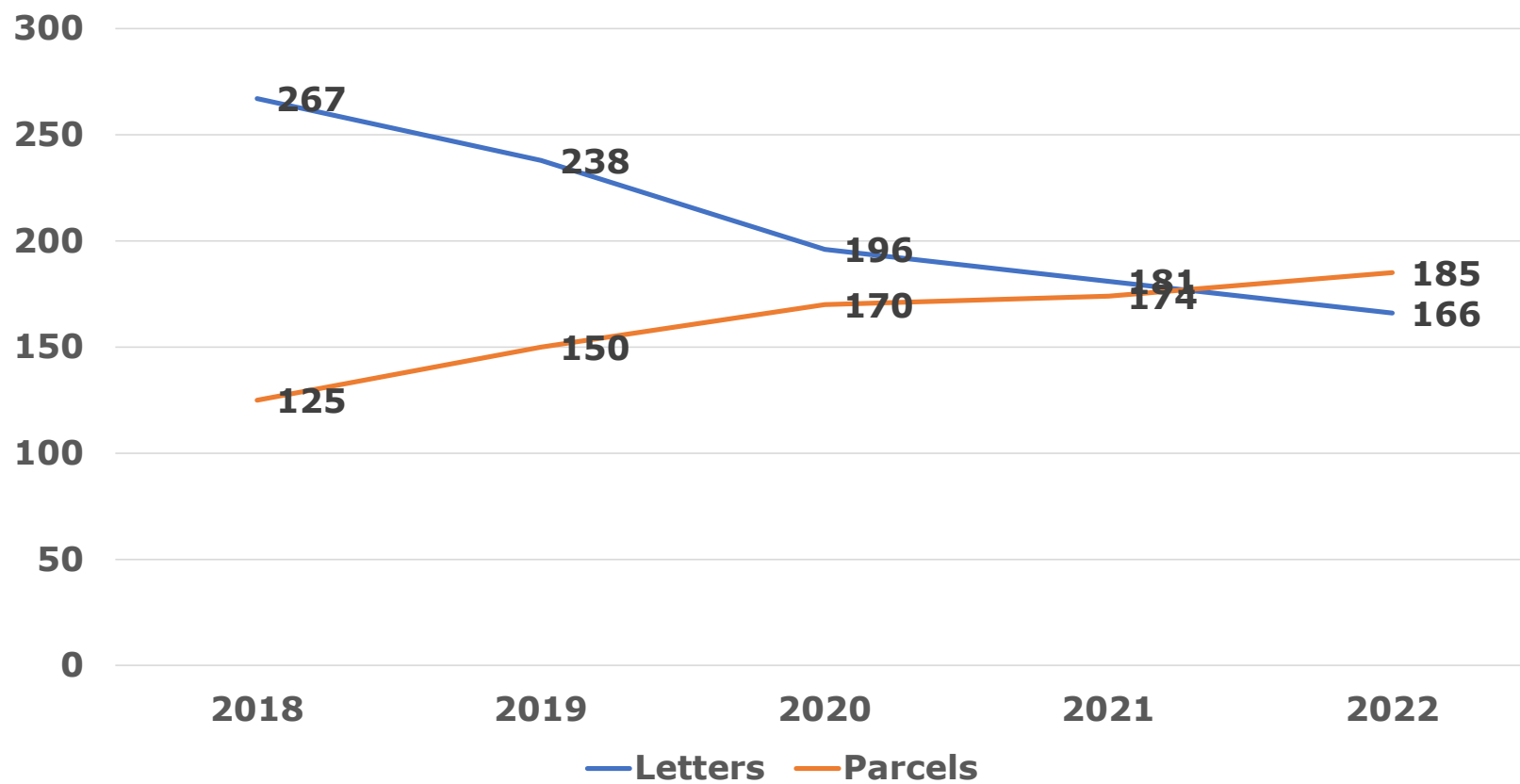
# The danish market and changes

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# Numbers of letters and parcels in Denmark 2018 – 2022 – mio pcs.



# Law of Digital Post

Digital post became obligatory on 1 November 2013 for businesses and on 1 November 2014 for residents.

This means that all people and businesses not exempt from receiving Digital Post receive post from public authorities digitally.

The main part of communication between citizens and business and public authorities takes now place via the digital mail box.

Every citizen or business have a safe and private acces to a private digital mail-box through a system that combines our social security number or business number with a special encrypted gateway. This is called MitID (My ID).



**DIGITAL POST**

# The change of the Postal Act – the background

Significant decline in the number of letters and an increase in the number of parcels

Growing competition especially in the parcel market

A study from Dec 2022 showed that postal providers deliver postal items nationwide at uniform prices, not for legal reasons but for commercial reasons

This situation was discussed politically in the spring of 2023, the result of which led to an agreement in June the same year. The agreement is the basis of the new Postal Act

The change to the Postal Act came into effect on 1 January 2024.

Now the designation of a single operator to operate a broad set of postal products is abolished

Instead it is left to the market to perform the postal service





## The new Postal Act

All postal operators operate by the same rules.

Postal operators should still have a license

Operators not bound by any legal requirement for example as to how many mail boxes should be available to the customers, placement of parcel lockers etc.

If the market forces do not deliver, the Minister for Transport is authorized to appoint a postal operator against economic compensation or to tender a specific task with the aim to enter into a contract with a postal operator.

These options could for example come into use

- if the market forces do not deliver postal service in certain geographical areas, or
- market monitoring shows that the market forces do not fully meet the state's obligations under the Postal Services Directive and the rules in the UPU

# What does the Danish Civil Aviation and Railway Authority monitor?



DCARA mainly focuses on monitoring the market in regard to letter-services at the current time

DCARA monitor that nation-wide postal providers offer postal services to the entire country

DCARA monitor that nation-wide postal providers provide specific postal services at the same price in all parts of the country.

DCARA monitor that the postal providers combined fulfill Denmark's international postal obligations

## **How do DCARA monitor the postal market?**

Through customer complaints

Through monitoring of the media

Through data provided by the postal providers

Through ongoing dialogue between DCARA and the postal providers

Through test letters surveys (1-2 annual quality measurements based on EU quality standards will be carried out in 2024)

## **Conclusions drawn from the monitoring of the danish postal market in 2024 so far**

No indications that the postal providers does not provide postal services in accordance with Denmark's international obligations

No indications that the postal market combined does not provide postal services to the entire country

The number of complaints received from users of postal services are lower compared to earlier years

The price of postal services has risen compared to earlier, but the price is the same throughout the country

We still haven't got liable results from letter surveys on quality



**Thank you !**