

States Greffe

Deputy Kirsten Morel  
Minister for Sustainable Economic Development

**BY EMAIL**

22 of August 2025

Dear Minister,

**Economic and International Affairs Scrutiny Panel**

**Freight cost**

The Economic and International Affairs Scrutiny Panel (the Panel) has been made aware of potential price increases on freight users being imposed by DFDS, with some charges being charged retrospectively. The Panel would appreciate it if you could provide clarity around your knowledge of this situation and if you could provide details with regards to the following areas:

1. From the Government's perspective, what is your current understanding of how freight pricing and fee setting for Jersey services are determined, and how does the department monitor developments in this area?
2. To your knowledge, have there been any recent discussions with DFDS about potential adjustments to pricing freight? If so, when and at what level did these take place?
3. What are your expectations of operators regarding advance notice, transparency, and customer communication where pricing or fee changes are contemplated?
4. Without presuming that changes have occurred, how would the department assess potential impacts on supply chains, SMEs, and consumer prices if pricing or fee structures were to change?
5. What powers or levers does the Government have to seek clarification, require information, or intervene where uncertainty arises over freight or port related charges?
6. Can you outline the contractual and policy framework that governs the treatment of port related costs on Jersey routes?
7. If a shift in the presentation of port related costs to customers were proposed (for example, from bundled to itemised), what process would you expect operators to follow, including consultation and notice periods?
8. In circumstances where retrospective adjustments in pricing or fees might be proposed by an operator, what is the Government's position in principle, and what safeguards or dispute resolution mechanisms would you expect to apply?
9. Looking ahead, what steps will you take to improve predictability and confidence for freight users and on what indicative timetable?

10. The Panel is aware that the Jersey Hospitality Association (JHA) has written to the Chief Minister calling for action following the announcement of the winter ferry scheduling. Please could you comment on the themes raised by the JHA in their letter to the Chief Minister and how you will address their concerns?
11. What is the Government's stance on winter UK connectivity for Jersey? How is this guiding engagement with the operator?
12. How are you enforcing the service level arrangement with the operator and what is your position on it's publishing?
13. Given the JHA's concerns about destination marketing and other measures to stimulate demand what is your plan to address these concerns?

The Panel would also like to inform you of its intention to invite DFDS to a hearing on this matter in the near future. We would be grateful if you could respond to this no later than 1 of September 2025 in line with the 5 working days approved for responses between Scrutiny Panels and Ministers. Please note that unless otherwise stated, all letters will be uploaded to the Scrutiny website as a matter of course.

We look forward to working with you and thank you in anticipation of your assistance on this issue.

Yours sincerely,



Deputy Montfort Tadier  
**Chair**  
**Economic and International Affairs Scrutiny Panel**