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January 19 2009

Ms. Brídín O' Leary,
Commission for Aviation Regulation,
3rd Floor,
Alexandra House,
Earlsfort Terrace,
Dublin 2.



NCA Response to CAR Airport Charges Issues Paper

Dear Brídín,

I write to you with regard to the National Consumer Agency's response to the Commission for Aviation Regulation's Issues Paper *Maximum Levels of Airport Charges at Dublin Airport*.

As I mentioned in our telephone conversation on the 4th December the issue of airport charges is of considerable interest to the Agency. As stated in our response to the consultation on the *Regulatory Approach taken towards Quality of Service at Dublin Airport*, the Agency is of the view that quality of service should be monitored and included as part of the price cap on the revenue from airport charges that the Dublin Airport Authority (DAA) can earn per passenger. The Agency believes that quality of service should be fully reflected in the price consumers pay for using Dublin Airport.

We were therefore encouraged that the Commission decided to examine the issue in more detail in its latest paper, *Maximum Levels of Airport Charges at Dublin Airport*, and has proposed the "inclusion of a quality of service term in the price-cap formula to create a link between the level of the price cap on airport charges at Dublin airport and the quality of service delivered by the DAA". We note that the Commission is "currently minded" to focus on 11 quality of service measures and that these measures



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are similar to those mentioned by the Agency in our response to the consultation, with the exception of a separate and distinct measure for congestion. Unfortunately, as I mentioned to you at the time, we were unable to submit a response to the paper in the specified timeframe as a result of resource constraints. I acknowledge that the deadline has now passed but I wish to reiterate the Agency's interest in this area.

The Agency intends to participate fully in all future consultations in this area and is available to discuss the issue with the Commission as required.

Yours sincerely

Fergal O' Leary

Senior Research Officer

National Consumer Agency