

GUYANA POWER AND LIGHT INC.
OPERATING STANDARDS & PERFORMANCE TARGETS
YEAR 2017

Operating Standards and Performance Targets				
CATEGORY		UNITS	TARGET	ACTUAL
Customer Interruptions				
	System Average Interruption Frequency Index (SAIFI)	No.	75	128
	System Average Interruption Duration Index (SAIDI)	Hrs.	85	133.18
Voltage Regulation				
	Quality of Voltage: as a percentage of nominal value 110 volts and 220 volts as a variance after a system disturbance	± 5%	NOT MEASURED	
		± 10%		
	Other Voltage Complaints	Days	30	< 30
Meter Readings				
	Max Demand Customers	%	97	94
	Non Max Demand Customers		90	88
Issuing of Bills				
	Max Demand Customers	Days	7	5
	Non Max Demand Customers		10	8
Accounts Receivable		Days	30	34
Accounts Payable		Days	26	19
Losses (end of year)		%	27.6	29.5
Average Availability		%	80	78.24