

GUYANA POWER AND LIGHT INC
OPERATING STANDARDS & PERFORMANCE TARGETS - 2014

Operating Standards and Performance Targets							
Category		Units	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Customer Interruptions							
	System Average Interruption Frequency Index (SAIFI)	No.	25	30.3	39.9	32.7	33.5
	System Average Interruption Duration Index (SAIDI)	Hrs.	25	27.2	46	34.4	32.6
Voltage Regulation							
	100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc	Days	40	<40	<40	<40	<40
Meter Readings							
	Max Demand Customers	%	97	90.7	90.3	91	93
	Non Max Demand Customers		90	89.7	89	88.3	88
Issuing of Bills							
	Max Demand Customers	Days	7	6.6	6.3	6	6
	Non Max Demand Customers		10	9.3	9	8.7	8.7
Accounts Receivable		Days	40	54	54	49	43
Accounts Payable		Days	26	59	60	65	58
Losses (end of year)		%	30.9	30.5	29.8	29.5	28.7
Average Availability		%	77	67.6	67.85	64.4	64.12