

**GUYANA POWER AND LIGHT COMPANY  
OPERATING STANDARDS & PERFORMANCE TARGETS  
2015**

Operating Standards and Performance Targets								
Category		Units	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Actual
<b>Customer Interruptions</b>								
	System Average Interruption Frequency Index (SAIFI)	No.	<b>85</b>	21	28	25	21	<b>95</b>
	System Average Interruption Duration Index (SAIDI)	Hrs.	<b>95</b>	19	31	22	19	<b>91</b>
<b>Voltage Regulation</b>								
	<b>Quality of Voltage</b>							
	As a % of Nominal Value 110 Volts & 220 Volts	%	<b>± 5%</b>	This Standard was not Measured				
	As a Variance After a System Disturbance		<b>± 10%</b>	This Standard was not Measured				
	<b>Customer Complaints:</b>							
	100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc	Days	<b>30</b>	<30	>30	>30	>30	
<b>Meter Readings</b>								
	Max Demand Customers	%	<b>97</b>	92	89	92.33	93	<b>91.6</b>
	Non Max Demand Customers		<b>90</b>	88	86	87	87	<b>87</b>
<b>Issuing of Bills</b>								
	Max Demand Customers	Days	<b>7</b>	6	6	6.33	6	<b>6.08</b>
	Non Max Demand Customers		<b>10</b>	13	11	9.33	10	<b>10.8</b>
<b>Accounts Receivable</b>		Days	<b>30</b>	57	48	47	48	<b>48</b>
<b>Accounts Payable</b>		Days	<b>26</b>	49	29	35	32	<b>32</b>
<b>Losses (end of year)</b>		%	<b>30.9</b>	26.86	28.74	30.7	28.8	<b>28.8</b>
<b>Average Availability</b>		%	<b>80</b>	71.6	64.1	65.3	67	<b>67</b>