

**GUYANA POWER AND LIGHT INC.**  
**OPERATING STANDARDS & PERFORMANCE TARGETS**  
**YEAR 2016**

<b>Operating Standards and Performance Targets</b>				
<b>CATEGORY</b>		<b>UNITS</b>	<b>TARGET</b>	<b>ACTUAL</b>
<b>Customer Interruptions</b>				
	System Average Interruption Frequency Index (SAIFI)	No.	75	118.6
	System Average Interruption Duration Index (SAIDI)	Hrs.	90	125.8
<b>Voltage Regulation</b>				
	Quality of Voltage: as a percentage of nominal value 110 volts and 220 volts as a variance after a system disturbance	± 5% ± 10%	NOT MEASURED	
	Other Voltage - Complaints	Days	30	29.5
<b>Meter Readings</b>				
	Max Demand Customers	%	97	94
	Non Max Demand Customers		90	88
<b>Issuing of Bills</b>				
	Max Demand Customers	Days	7	5
	Non Max Demand Customers		10	8
<b>Accounts Receivable</b>		Days	30	37
<b>Accounts Payable</b>		Days	26	25
<b>Losses (end of year)</b>		%	28.6	29.2
<b>Average Availability</b>		%	80	84