



PUBLIC UTILITIES COMMISSION

Lot 106 New Garden Street, Queenstown, Georgetown
*Regulating utilities for efficient services
and protecting consumers' interests.*

NOTICE PUBLIC HEARING

NOTICE is hereby given that the Public Utilities Commission will conduct a review of the 2018 Operating Standards and Performance Targets of the Guyana Power & Light Inc on Thursday 20th June, 2019 at 10:30 hrs. in the *Symposium Room* of the Duke Lodge, Duke Street, Georgetown.

Particulars of the Standards and Targets may be accessed at www.puc.org.gy

Members of the public are invited to attend.

Dated this 17th day of May, 2019.

A handwritten signature in black ink, appearing to read 'Vidiahar Persaud', is written over a light blue grid background.

Vidiahar Persaud
Secretary



GUYANA POWER AND LIGHT COMPANY
OPERATING STANDARDS & PERFORMANCE TARGETS
YEAR 2018

Operating Standards and Performance Targets				
CATEGORY		UNITS	TARGET	ACTUAL
Customer Interruptions				
	System Average Interruption Frequency Index (SAIFI)	No.	69	106
	System Average Interruption Duration Index (SAIDI)	Hrs.	80	112.41
Voltage Regulation				
	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	28.96
Meter Readings				
	Max Demand Customers	%	97	93
	Non Max Demand Customers		90	90
Issuing of Bills				
	Max Demand Customers	Days	7	5
	Non Max Demand Customers		10	7
Accounts Receivable		Days	40	30
Accounts Payable		Days	26	25
System Losses		%	27.2	27.7
Average Availability		%	80	85.8