

APPENDIX ONE

**GUYANA POWER AND LIGHT COMPANY
OPERATING STANDARDS & PERFORMANCE TARGETS
YEAR 2019**

Operating Standards and Performance Targets				
CATEGORY		UNITS	TARGET	ACTUAL
Customer Interruptions				
	System Average Interruption Frequency Index (SAIFI)	No.	68	115.3
	System Average Interruption Duration Index (SAIDI)	Hrs.	80	112.5
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	
	100% of customers voltage complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer, etc	Days	30	94.10%
Meter Readings				
	Max Demand Customers	%	97	94.7
	Non Max Demand Customers		90	89.2
Issuing of Bills				
	Max Demand Customers	Days	7	5
	Non Max Demand Customers		10	8.5
Accounts Receivable		Days	30	74
Accounts Payable		Days	26	27
System Losses		%	25.7	27.72
Average Availability		%	80	84.35