

GPL – OPERATING STANDARDS & PERFORMANCE TARGETS FOR FOURTH QUARTER 2012

Operating Standards and Performance Targets						
Category	Units	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Customer Interruptions			Note 1	Note 1	Note 1	Note 1
System Average Interruption Frequency Index (SAIFI)	No.	30	41.4	54.50	39.1	48.5
System Average Interruption Duration Index (SAIDI)	Hrs	45	40.1	47.31	39.6	53.1
Voltage Regulation 100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc	days	60	<60	<60	<60	<60
Meter Readings			Note 2	Note 2	Note 2	Note 2
Max Demand Customers	%	97	93	95.3	97	93.3
Non Max Demand Customers		90	81	84	85.3	88
Issuing of Bills	Days		Note 3	Note 3		
Max Demand Customers		7	8.7	6.3	6	6.3
Non Max Demand Customers		10	8	8	8	8
Accounts Receivable	Days	50	45	43.6	51.7	50
Accounts Payable	Days	29	37.7	42.3	44.3	51
Losses (end of year)	%	28.65	32.1	31.8	31.8	31.7
Average Availability	%	75	*see Table below	*see Table below	Note 3 74	Note 3 72.2