

**GPL- OPERATING STANDARDS & PERFORMANCE TARGETS AND CUSTOMER SERVICE STANDARDS**  
**FOURTH QUARTER 2013**

Operating Standards and Performance Targets						
Category	Units	Target	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<b>Customer Interruptions</b>			Note 1	Note 1	Note 1	Note 1
System Average Interruption Frequency Index (SAIFI)	No.	35	42	44.7	48.9	44.9
System Average Interruption Duration Index (SAIDI)	Hrs	40	40	36.4	44.2	47.2
<b>Voltage Regulation</b>						
100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc	days	55	<55	<55	<55	<55
<b>Meter Readings</b>			Note 2	Note 2	Note 2	Note 2
Max Demand Customers	%	97	62	94	92.7	92.3
Non Max Demand Customers		90	87	87.3	87.7	88.7
<b>Issuing of Bills</b>	Days					
Max Demand Customers		7	5.7	6.3	6	6
Non Max Demand Customers		10	7.7	8	8	8
<b>Accounts Receivable</b>	Days	45	35	46	44	37
<b>Accounts Payable</b>	Days	30	30.7	43.7	53	34
<b>Losses (end of year)</b>	%	28.1	31.9 (March Sales not finalized)	32 (June Sales not finalized)	31.8 (Sept Sales not finalized)	30.9 (Dec Sales not finalized)
<b>Average Availability</b>	%	75	Note 3 64.8	Note 3 72.3	Note 3 70.3	Note 3 72.9

**Note 1****Major Factors Affecting SAIFI and SAIDI****1. POWER OUTAGES**

SUBSECTORS	Oct-13		Nov-13		Dec-13	
	RECORDED INTERRUPTIONS	AVERAGE DURATION	RECORDED INTERRUPTIONS	AVERAGE DURATION	RECORDED INTERRUPTIONS	AVERAGE DURATION
PLANNED LINE MAINTENANCE	18	6.42	30	5.56	15	6.33
EMERGENCY LINE MAINTENANCE	40	1.83	76	1.86	58	2.62
L1 TRIPS	1	24.80	0	0.00	3	13.30
L2 TRIPS	0	0.00	0	0.00	0	0.00
L3 TRIPS	1	13.40	1	0.00	1	0.00
FEEDER TRIPS	46	0.77	51	0.42	99	2.64
LINE TRIPS	48	1.53	52	0.41	103	2.93
GENERATOR UNAVAILABLE	21	0.14	4	0.10	15	0.00
GENERATOR TRIPS/GSF/GFO	94	0.37	45	0.14	26	1.77
GENERATION SHORTFALL	115	0.33	49	0.14	41	1.20
SWITCHING	54	0.31	58	0.32	74	0.48
TOTAL	275	1.15	265	1.34	291	2.18

**Table 1. A - Demerara**

SUBSECTORS	Oct-13		Nov-13		Dec-13	
	RECORDED INTERRUPTIONS	AVERAGE DURATION	RECORDED INTERRUPTIONS	AVERAGE DURATION	RECORDED INTERRUPTIONS	AVERAGE DURATION
PLANNED LINE MAINTENANCE	8	7.83	10	8.48	6	8.55
EMERGENCY LINE MAINTENANCE	10	1.94	11	3.95	26	3.48
L1 TRIPS	4	0.76	2	5.85	3	1.77
L2 TRIPS	2	4.58	1	6.66	2	3.93
L3 TRIPS	3	6.25	1	6.66	2	3.93
FEEDER TRIPS	14	1.45	11	1.30	27	1.57
LINE TRIPS	23	2.23	14	2.33	34	1.64
GENERATOR UNAVAILABLE	0	0.00	0	0.00	3	1.59
GENERATOR TRIPS/GSF/GFO	63	1.30	47	1.47	35	2.67
GENERATION SHORTFALL	63	1.30	47	1.47	38	2.59
SWITCHING	10	0.81	6	1.73	3	1.32
TOTAL	114	1.96	88	2.73	107	2.80

**Table 1.B - Berbice**

## Note 2

Retrieval of monthly readings continues to present significant challenges to our company. Our Meter Readers continued to make every effort to read meters, but were being confronted with many cases of 'no access' resulting from locked gates and dogs. The company made efforts to alert its customers of the importance of retrieving meter reads via Public Relations exercises.

The monthly readings from the large consumers with Itron meters that are read remotely via Hand Held Terminals continue to be closely monitored. Accounts with failed reading attempts for two consecutive months continue to be shared with the company's Loss Reduction Division so that field investigations can be conducted and the necessary remedial action taken.

## Note 3

Availability was 2.6% more than that for the Third Quarter, but still short of the targeted 75%. This was due to a number of factors:

- Unavailability of No 5 GM at Onverwagt. The unit was out of service for the entire quarter due to premature failure of turbo-charger. Arrangements are being made to have an inspection done by a consultant technician prior to and after installation of new unit.
- Unavailability of No 5 Niigata set at Garden of Eden. Grinding of three crankpin journals by an offshore contractor was completed, but we are still awaiting spares ordered to effect major overhaul of this equipment.
- 0% availability on No 6 GM at Versailles which is awaiting turbocharger and cooling water pumps

A breakdown per category is as follows:

4 <sup>th</sup> Qtr. Plant Availability (%) 2013 per Category.	
WOGI	97.6
GPL Cat Sets	41.2
Rented Cat Sets	61.9
GPL Base Units	45.8
Overall - Including WOGI but less GUYSUCO & rentals	72.9