

<b>GUYANA POWER AND LIGHT</b>				
<b>OPERATION STANDARDS &amp; PERFORMANCE TARGETS</b>				
<b>YEAR 2021</b>				
<b>CATEGORY</b>		<b>UNITS</b>	<b>TARGET</b>	<b>ACTUAL (Jan. to Sep.)</b>
<b>Customer Interruptions</b>				
	SAIFI - System Average Interruption Frequency Index	No.	90	81.00
	SAIDI - System Average Duration Interruption Index	Hrs	95	69.39
<b>Voltage Regulation</b>				
	% of Nominal Voltage (stable)	± 5%	30	92.7
	% Variance after Syst. Disturb.	± 10%		
<b>Meter Reading</b>				
	Max Demand Customers	%	97	92
	Non-Max Demand Customers		90	89
<b>Issuing of Bills</b>				
	Max Demand Customers	Days	7	5
	Non-Max Demand Customers		10	8
<b>Accounts Receivable</b>		Days	40	51
<b>Accounts Payable</b>		Days	26	23
<b>System Losses</b>		%	23.30	25.9
<b>Average Availability</b>		%	80.00	83.5