

**OPERATING STANDARD AND PERFORMANCE TARGETS  
FOR THE YEAR 2023**

NO.	OPERATING STANDARDS AND PERFORMANCE TARGETS	UNITS	TARGET 2023	PRELIMINARY ACHIEVEMENTS 2023	ACTUAL ACHIEVEMENT 2022
<b>1</b>	<p><b>Customer Interruption</b> The company is required to report the index of the average number of interruption frequency (SAIFI), which measures the number of power outages and the index on the average hours of duration of the interruptions (SAIDI), which measures the number of hours each power outages are expected to last.</p>				
	System Average Interruption Frequency Index (SAIFI)	No.	90	91.3	94
	System Average Interruption Duration Index (SAIDI)	Hr.	95	99.6	96
<b>2</b>	<p><b>Voltage Regulation</b> The company is required to report annually on the level of voltage supplied to each consumer in adhering to the standard set for Voltage Regulation.</p>				
	98% voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc. to be resolved within 25 days.	%	98	98.5	96
<b>3</b>	<p><b>Meter Readings</b> The company is required to report on the number of maximum and non-maximum meters read within a given month.</p>				
	Maximum Demand Meters	%	97	92	92
	Non-Maximum Demand Meters	%	90	88	88
<b>4</b>	<p><b>Issuing of Bills</b> The company is required to report on the time it takes to issue bills to both its maximum demand and non-maximum demand consumers.</p>				
	Maximum Demand Consumers	Days	7	6	6
	Non-Maximum Demand Consumers	Days	10	8	8
<b>5</b>	<p><b>Accounts Receivable</b> The company is required to report on the number of days its debtors take to pay the company during the reporting year.</p>	Days	40	37	14
<b>6</b>	<p><b>Accounts Payable</b> The company is required to report on the number of days it takes to settle payments with its creditors during the reporting year.</p>	Days	26	30	21
<b>7</b>	<p><b>System Losses</b> The company is required to report on the level of both technical and non-technical (commercial) losses incurred by the company during the reporting year.</p>	%	24.10	24.46	24.92
<b>8</b>	<p><b>Average Availability</b> The company is required to report on the percentage of generating capacity available throughout the reporting year.</p>	%	85	87.2	84