

## **PRESS RELEASE**

The Public Utilities Commission (PUC) wishes to inform electricity consumers and other interested parties that it has completed its annual review of the Operating Standards and Performance Targets (OSPT) for Guyana Power and Light Inc. (GPL) for 2025 and has issued an Order.

The determination follows a public hearing that was held on March 27, 2026, where GPL presented its performance against the established targets and standards and stakeholders were afforded the opportunity to participate.

The Commission noted that only 2.5 of the 8 targets were achieved. While there were areas of success, including improvements in generation availability, voltage regulation on selected feeders, and partial achievement in the issuance of bills to Non-Maximum Demand customers, the deficiencies in reliability and financial performance remain a significant concern.

The Commission has expressed dissatisfaction with GPL's overall performance and highlight the company's responsibility to strengthen infrastructure maintenance and operational efficiency for reliable and quality service to consumers. In outlining their approaches for 2026, GPL advocated improvements for key areas including the integration of advanced technologies, skilled labour optimisation and cashflow and time management.

While GPL did not fully meet its obligations, the Commission acknowledged some improvement in customer experience and considered mitigating factors, including labour shortage and ongoing infrastructure projects. As such, regulatory leniency was applied.

The Commission expects that, with the completion of ongoing projects, GPL will achieve full compliance with its performance targets in 2026 and beyond.

The Order No 1/2026 may be viewed on the Commission's website.

For further information consumers may visit the PUC's website at [www.puc.org.gy](http://www.puc.org.gy) and its Facebook page at [www.facebook.com/pucgy](https://www.facebook.com/pucgy). Alternatively, they can contact the Commission during business hours at telephone numbers 226-7042/ 227-2182 and via WhatsApp on 623-3222.

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