



## PRESS RELEASE

The Public Utilities Commission (PUC) conducted its annual review of the Guyana Power and Light Inc. (GPL) Operating Standards and Performance Targets (OSPT) on March 27, 2026, at Herdmanston Lodge, Georgetown.

In keeping with the amendment to GPL's Licence dated October 4, 2010, the Commission is required by March 30 to review GPL's performance against the target as were set for the power company in its approved Development and Expansion Programme 2025–2029 and to determine whether GPL would have achieved or failed to meet those standards.

The OSPT framework established the minimum service standards that GPL was required to achieve in the delivery of electricity services to consumers. The eight standards assessed were customer interruptions, voltage regulation, meter reading, issuance of bills, accounts payable, accounts receivable, system losses, and average availability.

Representing GPL were Mr. Kesh Nandlall, Team Leader, Management Committee; Mr. Bharat Harjohn, Deputy Chief Executive Officer- Strategic Operations; Mr. Parsram Persaud, Divisional Director, Loss Reduction; Ms. Rhonda La Fargue, Divisional Director, Customer Services and Ms. Shaun Hamlet, Divisional Director, Transmission & Distribution.

GPL reported during its presentation that six of the required standards were not achieved, which included customer interruptions, meter readings, accounts receivable, accounts payable, system losses and the issuance of bills for the non-maximum demand customers. The company indicated that it exceeded the targets for voltage regulation and average availability.

In its presentation, the company would have noted that there were a number of challenges it faced in attaining a number of standards and these included sourcing skilled labour, external interferences with their network and feeder trips.

The proceedings were chaired by Dr. Nanda Gopaul, Chairman of the Commission. He indicated that the Commission would in due course issue its Order, as provided for under the Licence, on or before April 30, 2026 which would outline its findings and any directives issued to the Licensee.

In attendance at the hearing were Maurice Solomon and Verlyn Klass, Commissioners of the PUC together with members of the public and media.

For further information on the OSPT 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.

