

**GUYANA POWER AND LIGHT**

**DRAFT OPERATION STANDARD & PERFORMANCE TARGETS**

**YEAR 2022**

<b>CATEGORY</b>	<b>Units</b>	<b>Target</b>	<b>Actual (Jan-Dec)</b>
<b>Customer Interruptions</b>			
SAIFI - System Average Interruption Frequency Index	No.	90	94
SAIDI - System Average Duration Interruption Index	Hrs	85	95.31
<b>Voltage Regulation</b>			
98% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of line, additional transformer etc	days	25	95.7
<b>Meter Reading</b>			
Max Demand Customers	%	97	93
Non- Max Demand Customers		90	87.5
<b>Issuing of Bills</b>			
Max Demand Customers	Days	7	6
Non- Max Demand Customers		10	8
<b>Accounts Receivables</b>	Days	40	-62
<b>Accounts Payables</b>	Days	26	31
<b>Losses</b>	%	25.93	25.6
<b>Average Availability</b>	%	85	81.65