

PUC

**PUBLIC UTILITIES
COMMISSION**



ANNUAL REPORT

2024



The PUC aims to ensure that the regulated utilities offer efficient services to consumers at a reasonable cost without compromising their financial and operational integrity.

This report contains the thirty-fourth Annual Report of the
Public Utilities Commission Guyana.



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Introduction

The Public Utilities Commission (PUC) is a regulatory authority vested with the statutory charge for overseeing the telecommunications, electricity, and water and sewerage sectors in Guyana. The Commission was established under the Public Utilities Commission Act No. 26 of 1990 and currently operates under the Public Utilities Commission Act No. 19 of 2016.

In keeping with its mandate, the PUC strives to ensure that the regulated service providers are in compliance with the relevant Acts and Regulations. A key responsibility of the Commission is to monitor the quality of services provided to subscribers and to ensure that prices for these services remain fair and reasonable. The PUC strives to maintain a balance between safeguarding the financial sustainability of operators whilst ensuring affordability of services for consumers.

Under section 5 of the PUC Act 2016, provision has been made for the appointment of a Chairman and four Commissioners.

Ms. Dela Britton has served as the Chairman of the Commission from June 19, 2017 to August 4, 2024 whilst Dr. Nanda K. Gopaul, who previously served as a Member with effect from April 13, 2021 was appointed Chairman effective August 5, 2024.

The Members of the Commission are:

- Mr. Rajendra Bisessar - Member (served up to December 12, 2024)
- Ms. Verlyn Klass - Member
- Mr. Maurice Solomon - Member.

The PUC exercises statutory oversight over the following public utilities and telecommunications undertakings:

- One Communications (Guyana) Inc. (formerly GTT)
- Guyana Power & Light Inc. (GPL)
- Guyana Water Inc. (GWI)
- U-Mobile (Cellular) Inc. (Digicel)
- E-Networks Inc. (ENet)
- Green Gibraltar Inc.
- Quark Communications Inc.

The PUC's headquarters is located in Queenstown, Georgetown, with a branch office in Port Mourant, Berbice. Previously, the Commission operated branch offices in Essequibo and Linden, however operations were discontinued in these locations during the 2023–2024 period. This decision was made as part of PUC's adaptive strategy for resource allocation, aligning with consumer needs and traffic patterns.

Mission

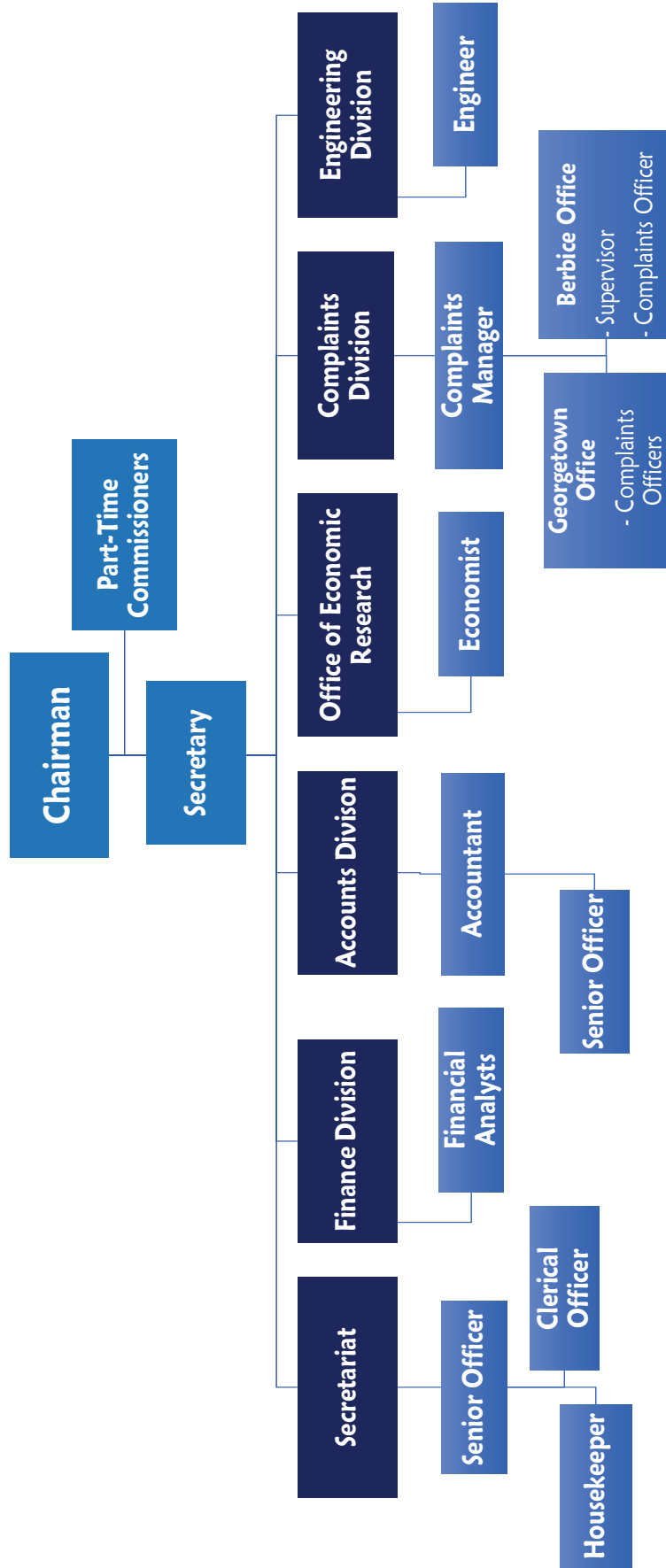
To ensure that regulated utilities offer an efficient service to consumers at a reasonable cost.

Vision

To create an environment in which there is universal access to service in the public sector, as well as a high quality of service which are cost effective and beneficial to all stakeholders.



ORGANISATION CHART 2024



Chairman and Commissioners 2024



Ms. Dela A Britton - Chairperson
Up to August 4, 2024



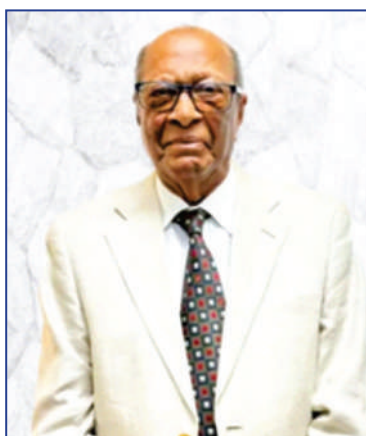
Dr. Nanda K. Gopaul - Chairman
Effective August 5, 2024



Mr. Rajendra Bisessar
Commissioner



Ms. Verlyn Klass
Commissioner



Mr. Maurice Solomon
Commissioner



Mr. Vidiahar Persaud
Secretary

Capacity Building

The Public Utilities Commission (PUC) continued to prioritize capacity building in 2024 and to this end, facilitated a wide range of training programs, workshops and webinars, all aimed at enhancing staff knowledge and skills. These initiatives spanned various disciplines, including economics, energy, labor, financial management and communication strategies.

The Commission boosted its internal capacity by conducting several training sessions on important thematic areas such as operational strategies and procedures of the PUC, sector rates, regulatory compliances, interconnection and access in the telecoms sector and understanding and managing competition in a liberalized economy. These training opportunities were designed with a focus to improve the overall efficiency and effectiveness of the Commission's operations, and to keep abreast, and in some instances, stay ahead of emerging trends and challenges in the regulatory environment.

The year 2024 saw the participation of the Commission's senior staff members in the 19th Annual Organization of Caribbean Utility Regulators (OOCUR) conference, which was held in Paramaribo, Suriname, providing them with valuable networking opportunities and insights into best practices in the region. This conference allowed the staff to stay current with industry trends and regulations, further enhancing their knowledge and expertise in the field. Staff members attended the "Energy Storage virtual training" hosted by the Caribbean Electric Utility Services Corporation (CARILEC). This training imparted the workforce with knowledge of the latest energy storage technologies and practices in the region. The Commission also participated in webinars on policy and economic incentives for internet affordability and communication strategies to promote digital inclusion. These have been instrumental in keeping the Commission informed and prepared to navigate the ever-evolving regulatory landscape. External training, inclusive of local and regional workshops, was also completed during the year.

Awards

The Commission held its annual staff recognition and awards ceremony on December 31, 2024. The ceremony highlighted the exceptional contributions and achievements of employees throughout their years of service.

The following persons were recognized for their long service and contributions to the Commission:

1. Mr. Mark Gobin - 12 years
2. Mr. Nikita Somwaru - 11 years
3. Ms. Destra Bourne - 11 years
4. Ms. Anuradha Mohabir-Singh - 10 years
5. Mr. Elroy Halley - 10 years



L-R – Elroy Halley, Destra Bourne, Nikita Somwaru, Mark Gobin, Anuradha Mohabir-Singh

From the desk of The Chairman



Dr. Nanda K. Gopaul - Chairman

It is my privilege to present the Public Utilities Commission's Annual Report for the year 2024. This report encapsulated a year of progress, resilience, and innovation in our ongoing mission to regulate the utility sectors, ensuring reliable and affordable services to consumers in Guyana.

At the onset, allow me to express my deepest gratitude to our previous Chairman, Ms. Dela Britton, from whom I have taken the reins of leadership. Under her guidance, the PUC achieved significant milestones and laid a strong foundation for its future growth. Ms. Britton's dedication and vision were instrumental in shaping the direction of our organization, and we are grateful for her invaluable contributions.

Our core mission has been to ensure that the service providers deliver efficient services to all consumers without compromising their financial stability. Through proactive engagement with stakeholders, we have strengthened our regulatory frameworks to support innovation while safeguarding consumer interests. We have treated this trade off with delicate harmony in the interests of both the consumer and service providers.

The year 2024 presented a unique blend of challenges and opportunities. As the regulatory landscape continued to evolve with a need for enhanced

technological integration, we remained steadfast in our commitment to balancing economic growth with environmental stewardship. We are pleased to report significant progress in service reliability and strategic infrastructure investments in all the sectors, which would help sustain future growth.

Electricity Sector

The Commission continued to work diligently to monitor Guyana Power and Light Inc.'s (GPL) compliance with the established standards and regulations. The Commission conducted its statutory annual review of the Operating Standards and Performance Targets (OSPT) of the Guyana Power and Light Inc., which resulted in the issuance of Order No. 1 of 2024. This order outlined specific performance targets for GPL to meet in the upcoming year with a special focus on reducing system losses and improving customer service.

Additionally, the efforts of GPL's management and the Government must be commended for the supply of electricity to several unserved areas.

The Commission recognizes the company's efforts to increase energy efficiency, which will contribute to a more sustainable energy future for Guyana. The Government's support in expanding the electricity sector with the addition of two power barges, together with several new generators to meet the rapid demand for electricity,

was visionary. It is a short-term progressive move as we await the gas-to-energy project, which when completed, would result in substantial improvement in electricity supply at a far lower cost for consumers.

Telecommunications Sector

Following the liberalization of the telecommunications sector in 2020, there has been continuous growth and innovations with the introduction of 5G technology and increased investments in expanding network coverage. This led to improved connectivity for consumers and businesses, driving economic development and digital transformation in the country.

The introduction of number portability would also serve to stimulate competition in the sector. While the Commission was cognizant of the setbacks this project had endured, it remained committed to ensuring a seamless implementation process that benefits consumers. At the time of reporting, the operators were in the final testing stages and expected to roll out number portability services in February 2025. The Number Portability Working Group (NPWG) headed by Commissioner Klass would continue to monitor this transition to ensure that issues that may arise in this initial phase would be remedied.

Termination rates have also been a focus for the Commission, with priority given to effective regulation and reduction of these rates to promote fair competition and lower costs for consumers. Following the completion of our comprehensive review of the subject matter in 2022, the Commission issued an order in 2023 that saw phased reduction of both mobile termination rates and fixed termination rates, which have been in place since 2010.

As we anticipate what lies ahead, it is essential for service providers to remain committed to fostering a competitive environment with emerging technologies and sustainable practices.

Water Sector

The Commission must commend Guyana Water Inc. (GWI) for improving infrastructure and service delivery in the face of financial difficulties. We also applaud the company for its establishment of treatment plants across the country, especially in remote areas allowing for increased access to water for more consumers. The Commission is aware of the importance of investing in infrastructure to provide essential services to all citizens and GWI's commitment to expanding access to clean water is a step in the right direction.

General

Internally, the Commission has made significant strides and achieved success in several areas of its operations. The year 2024 saw a 5% decline in complaints received by the Commission when compared to the year 2023. This decrease can be attributed to ongoing efforts by the service providers to improve service quality and customer satisfaction across the regulated sectors. We also achieved a resolution rate of 86% for the complaints received in 2024. Additionally, the Commission secured rebates for consumers in excess of \$13 million, demonstrating a commitment to holding operators accountable for their performance.

The Commission also sought to augment its technical capacity with the recruitment of staff in the economic and finance fields. Their expertise has greatly enhanced our ability to adapt to the rapidly changing landscape of the regulated industries and address emerging challenges effectively.

Further, the Commission continued to conduct periodic reviews of the quarterly and annual regulatory submissions by the service providers to ensure compliance with the established regulations and standards. This approach allowed us to identify potential issues and to take proactive measures to mitigate risks, ultimately promoting a more stable and transparent regulatory environment for all involved.

None of these achievements would have been possible without the dedication and expertise of our team. I

extend my heartfelt gratitude to the commissioners, chief executive officer/secretary, staff, and stakeholders for their continuous and unwavering commitment.

We thank the Honourable Prime Minister, Brigadier (Ret'd) Mark Phillips and the staff of his Ministry together with the Ministers of the water sector for their cooperation and support over the past year. Equally the management of all the sectors under our charge have been most responsive and cooperative and we commend them for their efforts at working with us to ensure consumers were fairly treated and received value for their money.

As we look ahead, 2025 promises to be another momentous year. We are committed to addressing emerging challenges while leveraging opportunities to foster innovation and inclusivity in the utilities sector.

I am confident that with continued collaboration and a shared sense of purpose, we will build upon last year's successes and establish new benchmarks for excellence in service delivery.





Engineering Division

Engineering Division

The Engineering Division supports the Commission's operations by providing technical oversight across all regulated sectors. Its primary responsibilities include tracking regulatory developments, offering strategic recommendations to the Commission, providing investigative support and collaborating with the Complaints' Division to address technical challenges effectively. The Division has also taken the lead in monitoring and assessing the technical quality of service standards presented by operators and evaluates their development and expansion plans with a strong focus on compliance with technical reporting requirements.

Electricity Sector

Operating Standards & Performance Targets (OSPT)

The Commission continued to maintain its statutory obligations as mandated by law, that is by March 30th of each calendar year, it is required to review the performance of the Guyana Power and Light Inc. (GPL) against the company's achievements required for the previous year.

The 2024 targets were extracted from GPL's Development and Expansion Plan for the years 2024-2028. The following captures four of the Licensee's operating standards and performance targets against its respective achievements based on their quarterly submissions received for the year.

1. Customer Interruptions

The indices used for monitoring customer interruptions are the System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI).

A. System Average Interruption Frequency Index (SAIFI)

SAIFI = (Total Number of Customer Interruptions) / (Total Customers Served)

GPL's target projection for 2024 was set at 85 interruptions, meaning that the cumulative number of outages experienced by a consumer throughout the year should not exceed this set target. At the end of the fourth quarter of 2024, customers experienced an average of 125.5 instances of power loss. The company did not meet this target for 2024.

OSPT		Targets		Achievements			
Customer Interruptions	Units	Annual	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Total
SAIFI	No.	85	28.90	31.50	35.50	29.60	125.50
SAIDI	Hrs	80	32.69	34.20	27.56	30.83	125.28

Table 1: GPL's 2024 SAIFI and SAIDI achievement

B. System Average Interruption Duration Index (SAIDI)

SAIDI = (Total Customer Hours of Interruptions) / (Total Customers Served)

The SAIDI target for 2024 was set at 80 hours of power interruptions. At the end of the fourth quarter, the actual duration of outages per customer had reached 125.28 hours. The company did not meet this target for 2024. The Commission is of the view that the company is required to reassess its outage management strategies to improve these performances.

2. Voltage Regulation

In accordance with GPL's OSPT requirements, the company is obligated to maintain a voltage within $\pm 5\%$ of the nominal value under stable conditions and $\pm 10\%$ following system disturbances. Since the introduction of the OSPT in 2011, GPL has stated that it intended to use consumer complaints as a metric for compliance with this standard. The data collected using this method is presented below:

	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Total
Complaints Responded to in 30 days	137	132	159	159	587
Complaints Completed in 20 days	137	132	159	159	587

Table 2: Voltage complaints

Table 2 shows that the company received a total of 587 complaints at the end of 2024 and that all complaints have been successfully resolved within a 20-day period.

At the 2023 public hearing, the company informed the Commission that it had commenced a pilot project on the Good Hope F2 Feeder, located on the East Coast of Demerara. As part of this project, the company had installed Itron bridge-type meters at various intervals along the feeder to monitor the voltage levels received by consumers. This feeder was one of the company's longest distribution circuits, serving approximately 8,000 customers.

The pilot project provided real-time data on voltages and offered accurate information when compared to the self-reported data from consumers. In the fourth quarter of 2024, the company commenced additional monitoring of voltage levels received by customers on four additional feeders, which include Onverwagt F4 feeder, Good Hope F3 feeder, New Georgetown F2 feeder and the Vreed-en-Hoop F3 feeder. Monitoring these additional feeders indicated that the company complied with voltage regulation reporting requirements and the Commission will be expecting monitoring across various sections of their network.

The data collected from the Feeders is shown in Table 3 below.

Feeder	No. of Cust.	Voltage Ref. (V)	Ave. Voltage @ Start of Cct.	Voltage Reg.	Ave. Voltage @ End of Cct.	Voltage Reg.
Onverwagt F4	2,930	120	118.2	-1.50%	117.3	-3.30%
Good Hope F2	7,937	240	242.1	0.90%	236.8	-1.30%
Good Hope F3	5,126	240	235.2	-2.00%	232.2	-3.30%
New G/town F2	7,932	240	230.7	-3.90%	224.4	-7.40%
Vreed-en-hoop F3	8,451	240	224.6	-6.40%	220	-8.40%

Table 3: Voltage results from the five (5) feeders

The results of the feeders are within the $\pm 5\%$ nominal voltage range except for the Vreed en Hoop F3 feeder at the start and end of the circuit and the New Georgetown F2, end of the circuit.

3. System Losses

The projected losses for 2024 were set at 22.2%, reflecting a decrease of 1.9% from the 2023 target of 24.1%. Whilst technical losses showed notable improvement from Q1 to Q4 in 2024, non-technical losses continued to rise as shown in Table 4.

OSPT		Targets		Achievements			
Losses	Units	Annual	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Total
	%	22.20	25.27	24.71	24.74	24.10	24.71
Technical	%	9.31	10.87	10.39	9.90	9.42	10.15
Non-Technical	%	12.89	14.40	14.32	14.84	14.68	14.56

Table 4: GPL's 2024 Loss achievement

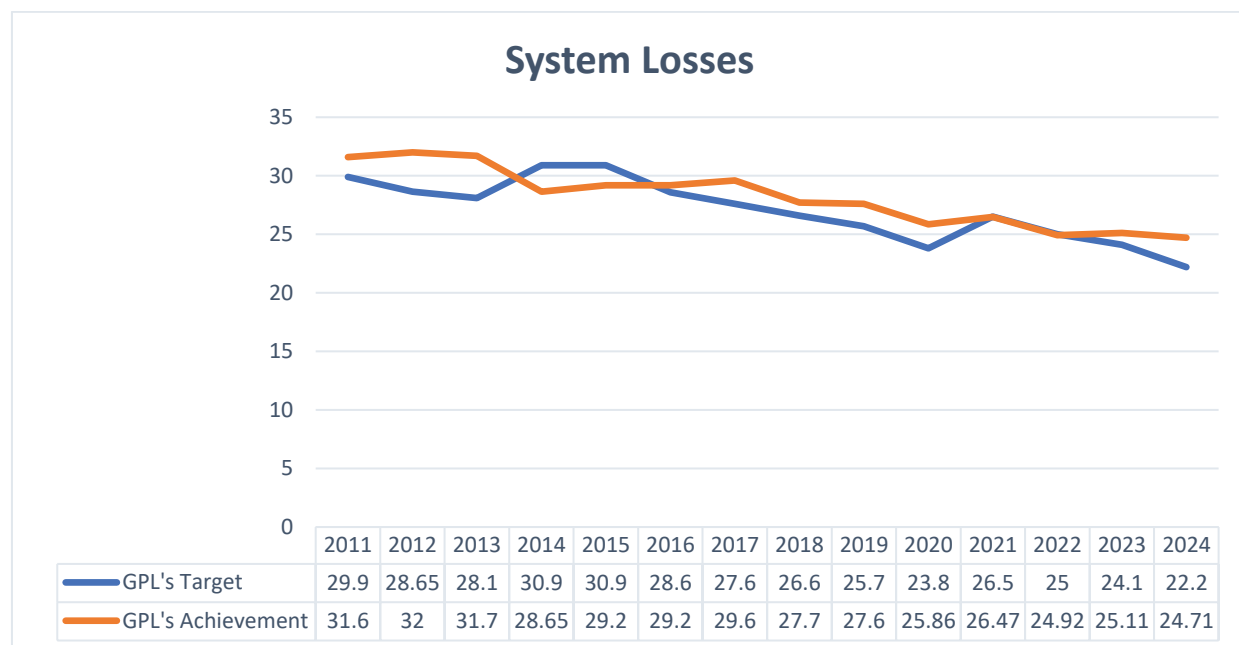


Figure 1: GPL's Target and Achieved System losses for the period 2011 to 2024

As can be seen in the data provided in Figure 1, a downward trend has been noted. System losses moved from 29.9% in 2011 to 22.2% in 2024, representing both commercial and technical losses. The year 2011 was the year the Commission commenced its review of GPL's OSPT. The company, however, has faced many challenges that have led to actual achievements falling somewhat short of the annual targets. Those challenges were a direct result of technical losses which included old and outdated infrastructure, overloaded systems and long transmission distances and non-technical losses which primarily included electricity theft, faulty metering and billing issues to a lesser extent.

Despite the positive downward trend over the years, these losses represented an onerous financial burden on the utility company and is a matter of considerable concern to the Commission. The Commission remains resolute in its opinion that GPL is required to urgently reassess its loss reduction efforts to ensure it can meet levels that are closer to those at a regional level. For instance, Trinidad and Tobago is at 10%, St. Lucia 12% and Barbados 8%. These countries have introduced smart metering to reduce theft and billing errors, invested in modernizing their grid and enforced anti-theft measures by working with the law enforcement to mitigate against electricity theft.

4. Average Availability

GPL's target of 85% average availability for its generating capacity as at the fourth quarter was off target by 2.3%. The trends from 2018 are shown in Figure 2.

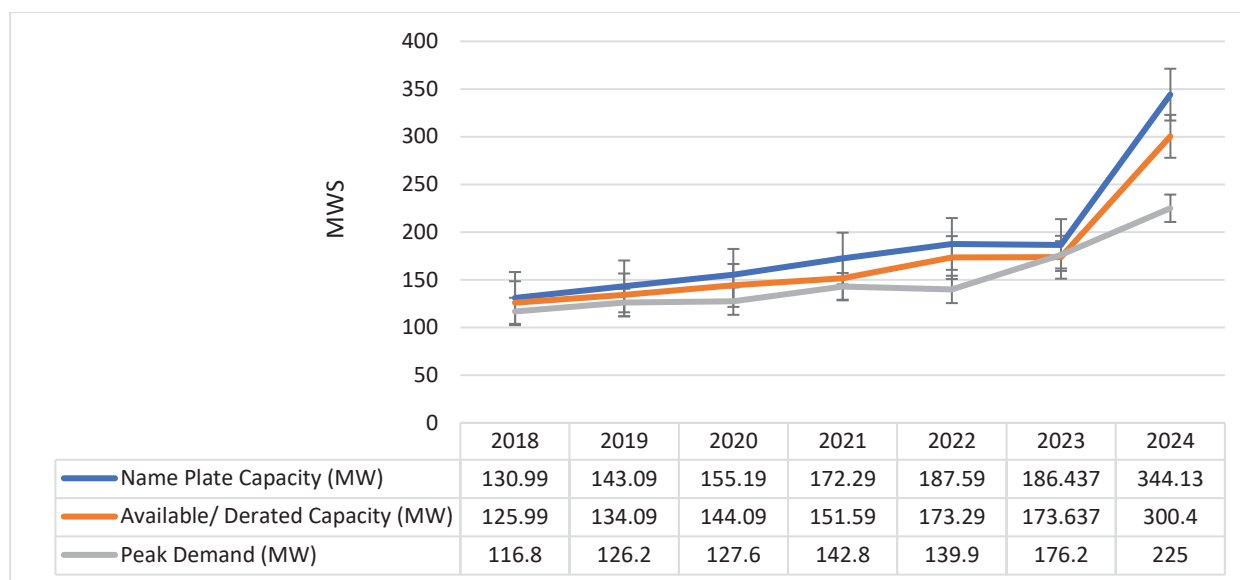


Figure 2: GPL's Capacity, Availability and Peak demand for the 2018 - 2024

Developments in the Electricity Sector

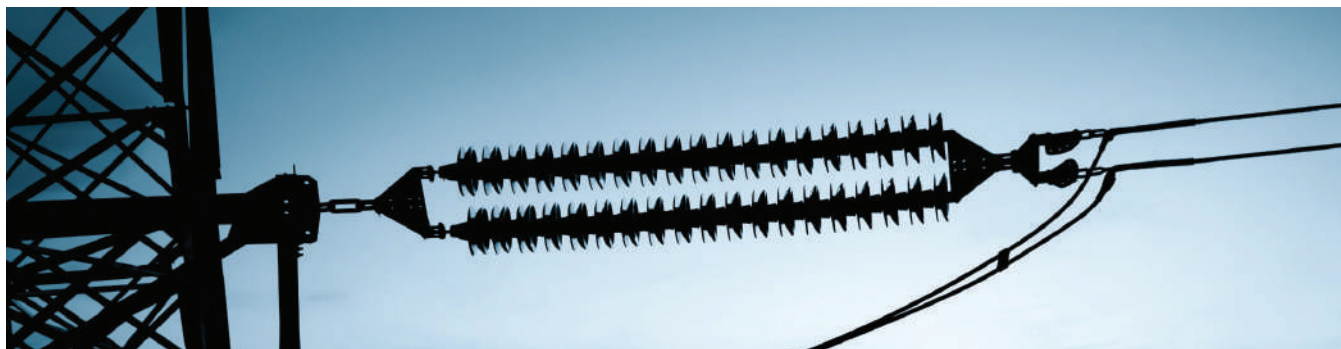
GPL's generating capacity increased from 152 MW in 2021 to 173 MW in 2022, mainly due to the 46.5MW installation of new plants at Garden of Eden. However, periodic maintenance and plant down time continued to cause fluctuations in availability.

Electricity demand surged in 2022 from 140 MW to 176.2 MW in June 2023, surpassing supply and would have caused the company to implement load shedding in 2023. In February 2024, GPL added 29 MW from 17 reconditioned generators, raising its capacity to 203 MW to address this surge in demand.

At the end of the fourth quarter of 2024, available capacity reached 300.4 MW, however at a peak demand of 225 MW, it was left with a minimal reserve, which continued to pose supply risks. Growing energy consumption, especially among business and industrial users, underscored the need for additional capacity expansion.

To address the generation capacity challenges, GPL entered into an agreement with Urbacon Concessions Investments (UCI), W.L.L. on April 13, 2024, for an additional 36 MW of generation for a two-year period. This additional capacity was integrated into GPL's Demerara Berbice Interconnected System (DBIS) network to increase the available capacity to an estimated 257 MW. This boost helped to mitigate supply shortfalls and enhance grid reliability.

GPL consumers continued to experience frequent power outages during the third quarter of 2024. In an effort to address this issue, GPL signed a second agreement with the same company to add an additional 75 MW of power to the DBIS grid. This addition was expected to meet the growing energy demand until the 300 MW Gas-to-Energy project becomes operational, ensuring long-term stability and reliability to Guyana's energy grid.





Telecommunications Sector

Number Portability

During the 2024 reporting period significant milestones were achieved as it related to the implementation of number portability. The service providers continued their inter-operator-initiated testing which had commenced in 2023 and facilitated the necessary adjustments and configurations to the respective networks with support from their vendors. The Number Portability Working Group (NPWG), which consisted of representatives from the Commission, the operators, the clearing house and the Telecommunications Agency, saw a significant reduction in technical issues with international traffic routing. The service providers also successfully completed several phases of the two-factor authentication tests with three commercial banks.

As part of the testing process the Commission conducted a series of visits to the retail stores of the service providers to test the porting process. The PUC also conducted routing tests for calls and Short Message Signals (SMS) to ensure that customers would be able to experience a seamless porting process.

As of December 31, 2024, the service providers were expected to conduct the final phases of tests of the porting process, and it is forecasted by the Commission that number portability would be implemented in the month of February 2025.

Telecommunications Trends in Guyana (2017-2024): The Shift to Mobile Connectivity

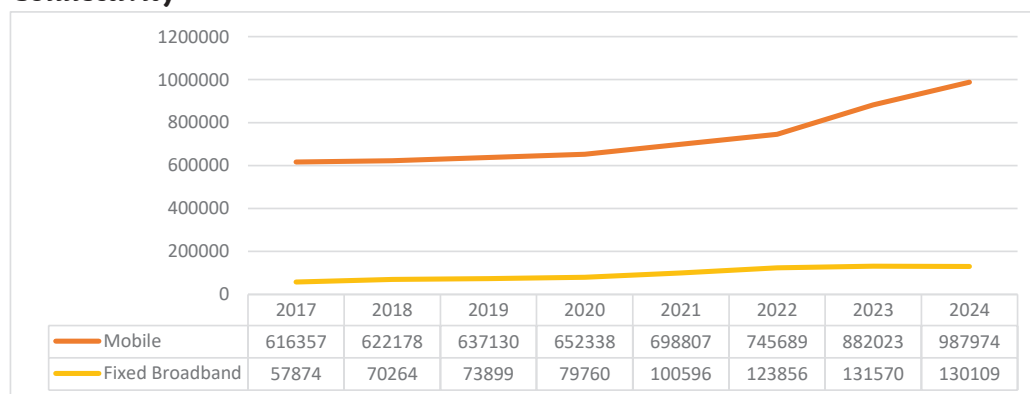


Figure 3: Mobile and broadband subscriptions for the period 2017 to 2024

Over the years with the advent of competition in the mobile sector, subscriptions exponentially increased as can be seen in Figure 3. For example, during the years 2017 to 2024, the subscriber base moved from 616,357 to 987,974. The rise in mobile users, especially after 2022, may be likely attributed to the aggressive rollout of Long-Term Evolution (LTE) and the growth of Fifth Generation (5G) technologies. In earlier years, Third Generation (3G) and basic LTE networks were dominant, but as LTE-Advanced and 5G commenced expansion, mobile internet became faster, more reliable and more accessible, driving more users away from the traditional broadband services.

Fixed broadband, on the other hand, has grown at a slower rate, from 57,874 households in 2017 to just over 130,000 households in 2024. While fibre-optic networks have been expanding and Digital Subscriber Line (DSL) connections are still available, challenges like high installation costs and slower rollout compared to mobile networks remained prevalent. Many users, especially in remote areas, relied mainly on mobile based internet. This may be one of the reasons why mobile growth rate has surpassed fixed broadband rate of growth.

From a technical standpoint, the rise in mobile users means that networks are handling more traffic, pushing operators to improve their infrastructure and at the same time, from a competitive perspective, provide a more robust quality of service. This includes the installation of additional mobile towers and the inevitable roll out of 5G technology to reduce congestion, which in turn may require spectrum reallocations to keep speeds high and latency low.

Annual Tele Density

The progression of telecommunications services in Guyana has experienced changes over the years as can be seen in the Figure 4.

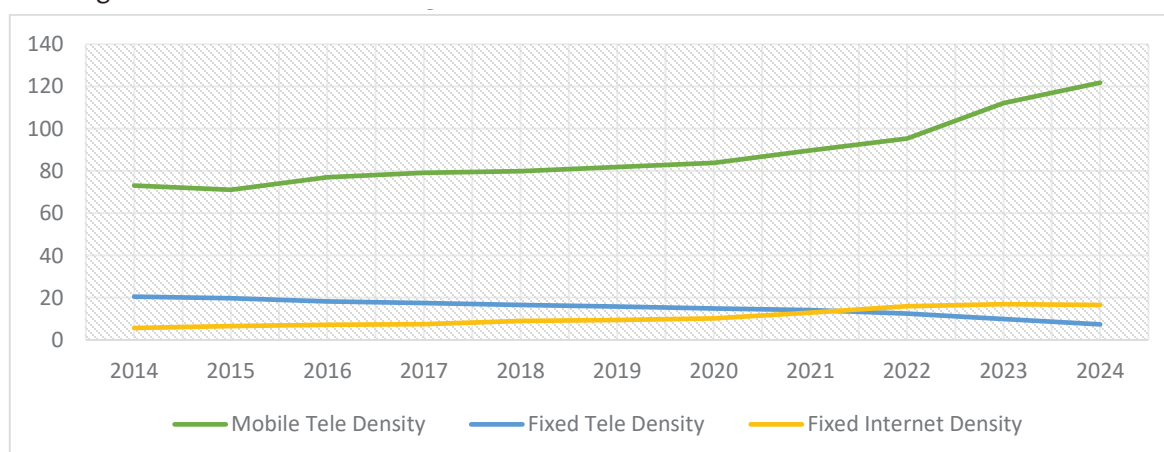


Figure 4: Annual density for Mobile, Fixed Line and Fixed Internet

Mobile, fixed line and fixed internet usage, which appeared to have plateaued during the years prior to 2020, subsequently changed with mobile services indicating an upward swing from 2020, the year when the sector was liberalised. This increase indicated that telecoms users have been reliant on mobile services, whereas fixed line usage has slowly declined. This decline may be attributed to a technological shift in favour of smart phone technology as mobile handsets have become more affordable.

Several factors have been responsible for the changes in tele-density within the last 5 years which have caused a fundamental shift in the telecoms market in Guyana. Increased competition, coupled with significant economic growth and a rise in the migrant workforce, resulted in an increase in the mobile density indicator. Additionally, mobile density per 100 inhabitants increased from 73 in 2014 to 121 in 2024. Fixed tele-density, in line with global trends, decreased over time and stood at 7 at the end of 2024. Meanwhile fixed internet density also increased but at a slower pace than mobile density. This slower growth is expected because of the nature of fixed internet services which is shared among a group of people as opposed to the exclusive nature of a SIM/ phone number where only one person can use/access the device.

Fixed Internet Connection Speeds

Historically, internet service in Guyana evolved from dial-up connectivity in the late 1990s, with speeds up to 56 Kbps, limited home connectivity and a proliferation of internet cafés offering consumer access. In the 2000s, however, as Digital Subscriber Line (DSL) broadband became available to households, operators leveraged the copper network with brisker service offerings in terms of reliability and stable speeds. With the entry of a major regional provider in the year 2007, the market’s access to mobile internet expanded substantially. By 2015, fourth generation (4G) LTE networks, wireless broadband, and fibre-optic internet had started to be rolled out, making high-speed connections more common. By 2024, offerings in the market included fibre-to-the-home (FTTH) services, faster broadband speeds and internet access with fifth generation (5G) technology.

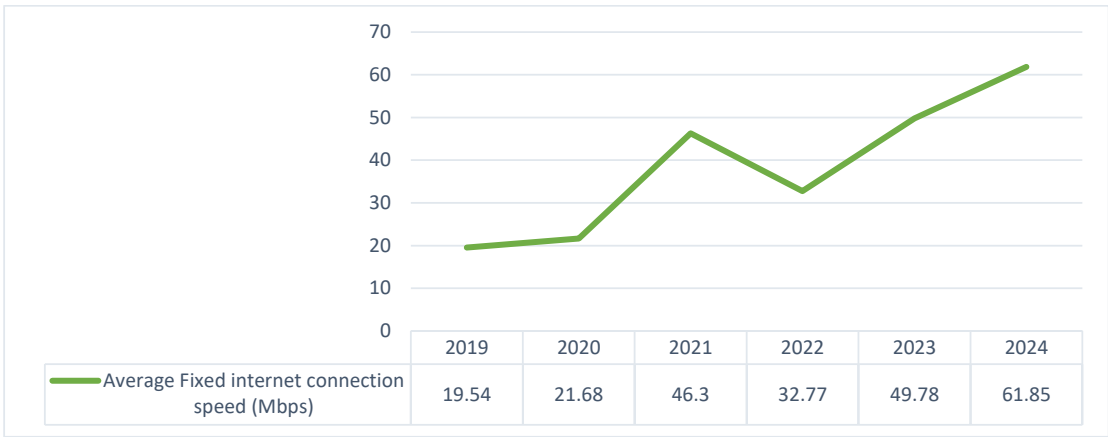


Figure 5: Average annual fixed internet speed

Figure 5 demonstrates the improvement of fixed internet speeds over the years. The changes in technology and competition have significantly contributed to this improvement. From 2019 to 2024, speeds increased from 9 Mbps to over 61 Mbps, with a sudden increase in 2021 where it was doubled when compared to the speeds in 2020. This increase in 2021 coincided with the commencement of fibre networks roll out and service providers increasing their upload and download speeds during the period when persons worked from home during the COVID-19 pandemic.

Providers have made substantial investments in the fibre-to-the-home (FTTH) and 5G fixed wireless technology to meet growing demand. The overall trend has indicated that internet speeds are becoming faster and more reliable, benefiting individuals and businesses that rely on a stable daily connection.

These advancements in internet services enhanced digital inclusion, supported economic development, and improved service delivery, positioning Guyana for continued growth in the telecommunications sector.

Water Sector



Metering

Over the years, the Guyana Water Inc. (GWI) experienced significant financial losses, largely due to the inadequate metering of consumers which has directly contributed to an increase in non-revenue water. In response, the company sought a rate adjustment from the Commission in 2018, resulting in the approval of phased rate increases as outlined in Order 2 of 2018, to reduce the losses in revenue. This order also mandated the gradual installation of meters for unmetered consumers, which is intended to assist in the reduction of non-revenue water.

As directed in PUC's Order 2 of 2018, GWI had installed 20,025 meters by the end of 2022 as shown in Figure 6 below and an additional 24,408 meters by the end of 2023. At the conclusion of the fourth quarter of 2024, the company installed 23,353 meters across seven regions, bringing the total number of meters installed to 67,786 since the issuance of the Order.

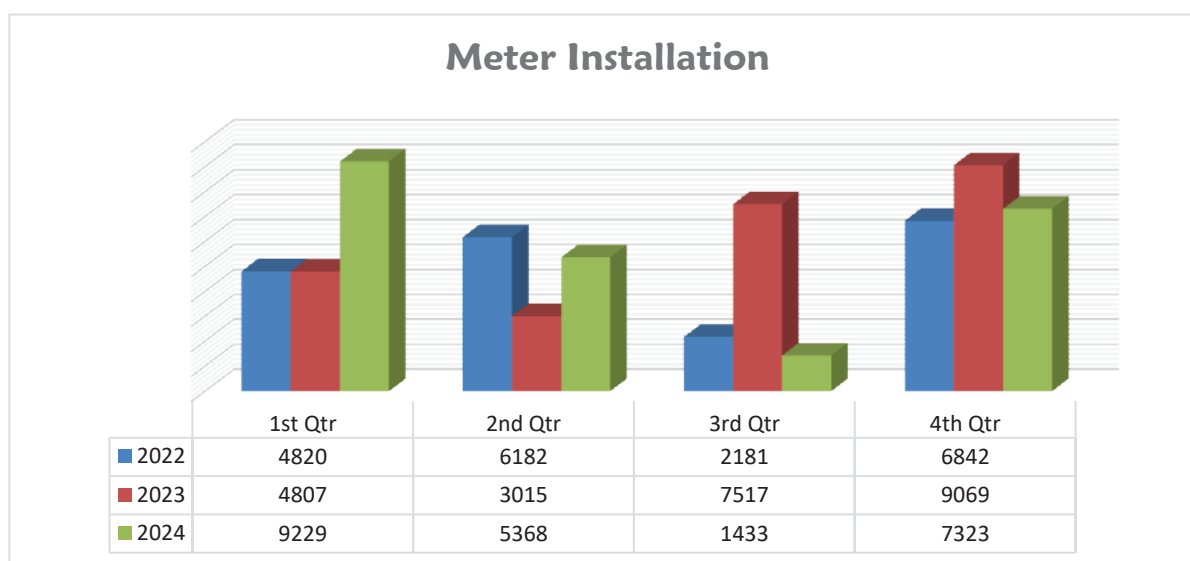


Figure 6: Meter installation at the end of 2024

The overall trajectory of meter installation suggests strong advancement in meter deployment, with notable progress from the years 2022 to 2023 and a promising start in 2024. It was estimated that by the end of 2024, 139,442 of its 182,745 consumers, equivalent to 76% of the base, would be metered. The Commission expects GWI to have all their existing consumers, together with new consumers at the time of installations metered by the end of 2026. Based on the current trends, GWI is on target towards reaching the 2026 goal.

Water Quality

Based on the final report for 2024, GWI indicated that 20 of their 29 treatment facilities were not within the World Health Organization (WHO) standards as it related to pH, turbidity and iron content within the water. If the pH levels are not within the WHO standards, it could affect disinfection of the water and lead to scale buildup in the pipelines. For turbidity, if the levels are out of range it can add to the harboring of bacteria in the water. Iron content in water contributes to corrosion in the pipes and the well casings. From the consumer's end, discoloration leads to the staining of clothes and plumbing fixtures among other issues.

The Commission has recognized the challenges faced by GWI, but it is optimistic that with the construction of new treatment plants and upgrades to existing plants, GWI would be better positioned to provide potable water which aligns with WHO standards in the foreseeable future.





Finance Division & Office of Economic Research

Finance Division & Office of Economic Research

The Finance Division and the Office of Economic Research of the Commission support the work of the agency with technical, economic and financial analysis of matters related to the sectors under the Commission's watch. By keeping tabs constantly on the pulse of the market, these two Divisions also examine changes to the status quo on pricing, promotions, investments and competition to determine how the consumers' welfare may be affected due to those movements. The Divisions also conduct research on topical matters that may be of interest to the Commission and provide recommendations to the Members based on research and analysis.

Electricity Sector

The Guyana Power and Light Inc. (GPL) supplied electricity to approximately 233,093 commercial and residential consumers as at the end of 2024. The company recorded an estimated \$51.492 billion in sales from electricity generation. This represented an increase of 17.64% in sales when compared to 2023's \$43.769 billion. These increases can be attributed to infrastructural development in both commercial and residential sectors in Guyana. The company's increased production led to a rise in variable operational costs, of which fuel and transportation

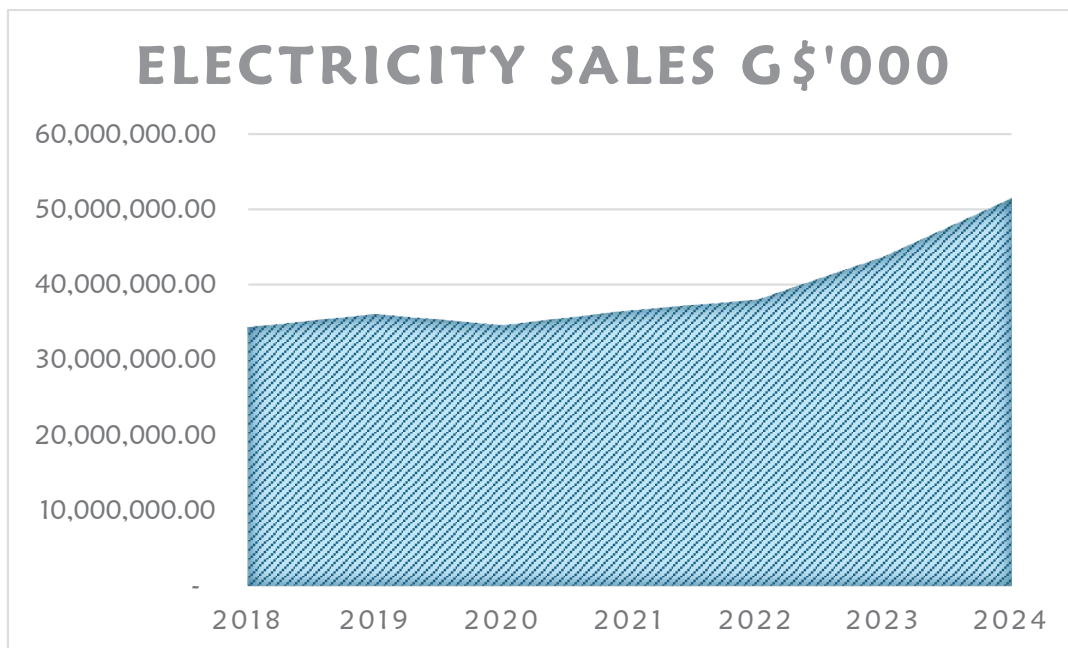


Chart 1: SGPL's Actual Sales for the period 2018-2024

accounted for 76% of the costs. The continued reliance on fossil fuels for electricity generation makes the company vulnerable to oil price fluctuations, increasing the risk of financial losses. Moreover, the volatility of fuel prices, combined with the company's reluctance to raise rates over the past 10 years, has impacted on its profitability. This trend was particularly evident in recent financial years as the company recorded operating losses at \$19.897 billion for the year under review, which represented a 40.90% increase when compared to 2023.

Under the First Schedule of its Licence with the Government of Guyana, GPL is required to supply electricity for public purposes and submit an Interim Return Certificate (IRC) to the Commission by January 28 each year, followed by a Final Return Certificate (FRC) by April 30. In accordance with this requirement, the company submitted its IRC which outlined the unaudited financial results of its operations for 2023.

The Commission's review indicated that the company was entitled to a 33.94% increase in tariffs. GPL did not

impose the tariff increase on consumers and as a result the deficit of \$13.551 billion and a profit entitlement of \$1.298 billion was transferred to its Revenue Foregone Account in keeping with section 12(c) of Part B of the First Schedule of the Electricity Sector Reform Act (ESRA).

The Commission concluded that the company refrained from increasing tariffs because of the potential shock to Guyana’s economy, particularly through rising costs in the manufacturing sector which may be passed on to consumers.

The Wales Gas to Energy project, which is expected to become operational in 2026 with a generation capacity of 300 MWH, presents significant potential for cost savings and a reduction in dependence on imported fuel. The Commission recognized that this project was likely to lead to a decrease in electricity generation costs, benefiting the manufacturing sector and alleviating financial pressures on consumers.

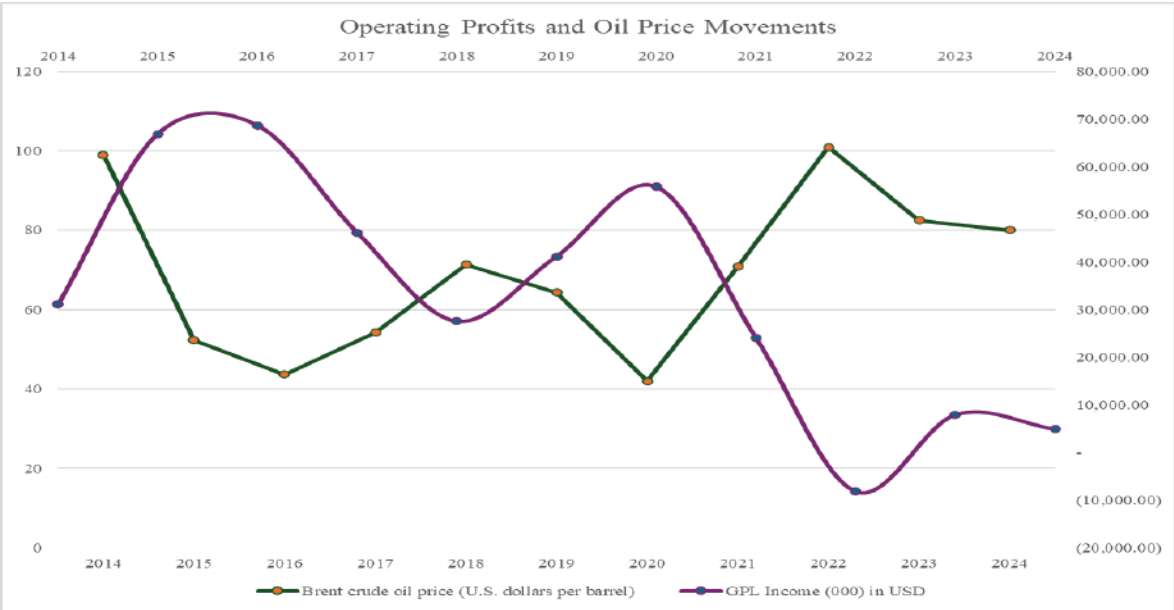


Figure 2: Historical trend of Brent Crude oil prices and GPL’s operating profits

Data related to oil prices were sourced from statista.com and exchange rates were derived from Bank of Guyana’s Banking System Statistical Abstract: May 2024

System Losses

During 2024 the company continued to face transmission and distribution challenges, impacting on its ability to reduce technical and commercial system losses. In their Development and Expansion Plan for 2024-2028, GPL outlined a five-year period forecast and immediate courses of action for reducing system losses. Total losses for 2024 were forecasted at 22.21% with technical and commercial losses projected at 9.32% and 12.89% respectively (see Figure 1 on p. 15).

At the time of this publication, the company reported technical losses at 10.2% and commercial losses at 14.6%, which translated to a total estimated monetary loss of \$12.9 billion for the year 2024.

The Commission has also noted the initiatives by the company to reduce its losses, some of which were AMI meter rollouts, installation of energy-saving streetlamps, increased inspections, prosecution of illegal electricity extraction cases and public awareness campaigns.

The Commission commends GPL for its continued effort in delivering power to consumers in the face of ongoing challenges with generation shortfall, finances and aged equipment inter alia and continues to lend its support to the company as they improve operations.

Telecommunications Sector

The telecommunications sector in Guyana continued to experience significant growth and remained an attractive market for investors. Presently, the market is shared between five service providers, three of which are actively offering competitive services to consumers: E-Network Inc., One Communications (Guyana) Inc., and Digicel. Due to competition, consumers today have access to high-speed internet services, 4th and 5th-generation technologies and increased connectivity due to the rollout of services in underserved and unserved areas.

The Commission continued with its efforts to enhance competition in the sector and reduce barriers to entry for new operators. As part of this effort, the PUC commissioned a benchmark study for terminations rates in 2022 as provided for under the Telecommunications (Interconnection and Access) Regulations 2020. The study assessed a sample of 18 jurisdictions similar in geoFigurey, market structures, interconnection charges, and payment models inter alia to determine appropriate termination rates for Guyana utilising a three-step glide path. Following the recommendations of the study, the Commission directed the application of the second tranche rates lowering mobile termination rates from \$8.71 to \$5.50, and the fixed termination rates from \$11.42 to \$8.85 during 2024. This change represented a reduction of 23% for fixed rates and 37% for mobile rates.

At a macroeconomic level, information and communication services, inclusive of telecommunications, has been a stable driver of growth in Guyana. The sector contributed to the GDP consistently, a minimum of 2% on an annual basis over the last ten years, when assessed as a component of the traditional sectors. When measured against the oil economy, the growth of the oil sector outpaced the growth rate and the size of the other sectors and as a result reduced the telecommunications contribution to GDP from 2.32% in 2019 to 0.81% in 2023. Despite this shift, the telecommunications contribution within traditional sectors remained stable by consistently maintaining a 2.5% contribution to GDP at the end of 2023.

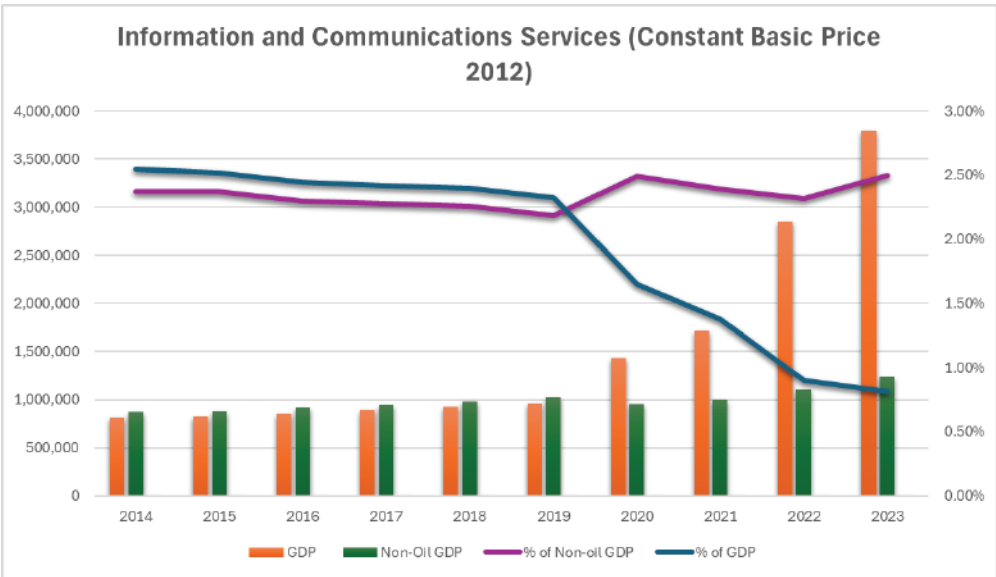


Figure 3: Information and Communication Services Contribution to GDP

Source: Bank Of Guyana Annual Report 2023 (Data in Millions GYD)

Additionally, between 2016 and 2023, cash flow investments by telecommunications service providers in Guyana showed significant fluctuations, driven by competition and market dynamics. Investments initially peaked in 2016 at \$11.068 billion, then sharply declined over the next few years, with a notable recovery in 2021 due to the entry of a new telecommunications player and infrastructure expansion by operators.

The overall change in investments from 2016 to 2023 was a modest increase of approximately 0.01% (from \$11.068 billion to \$11.069 billion). On average, investments fluctuated by around 35-45% annually, with some years seeing shifts up to 157% (2021), indicating a highly variable investment landscape and increased capital spending to compete and secure market share in the sector. This pattern reflected the sector’s adaptation to

increased competition, efforts to enhance service offerings, and continued network expansion, including the rollout of 4G and 5G services.

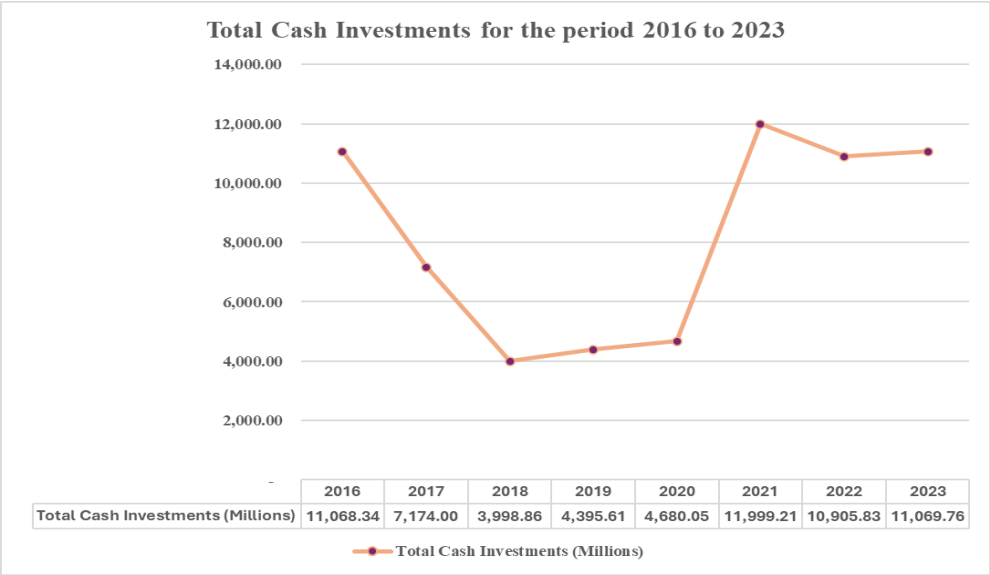


Figure 4: Service Providers cash investments for the period 2016-2023

Mobile and Fixed Voice Subscribers

In 2024, the demand for mobile services recorded a growth of 13% when compared to the year 2023. This increase in subscribers can be attributed to the increase in the migrant population as well as the increased development of the oil and gas sector leading to an influx of expat labour force. Additionally, this increase in mobile subscribers increased Guyana’s mobile penetration rate to 121%. During the year, service providers adjusted their unit prices for mobile data (1 GB) steadily causing the average cost of data at the end of the year to decline to 4.47 USD, which was approximately 14.9% lower than the previous year.

Alternately, as the popularity of the fibre service grew, fixed voice services via fibre networks were rolled out to new service areas such as the township of Bartica. One Communications (Guyana) Inc. remained the only provider of voice services via a plain switch telephone network (PSTN); however, as consumers’ consumption patterns gravitate towards online content, they are likely to exercise the option for faster connectivity with a reliable technology. Fixed internet subscribers are expected to see further growth in the near future as a direct result of the Government of Guyana’s commercial and residential infrastructural development. A recent article in the print media reported that the Ministry of Housing allocated 40,808 residential lots since 2020 and predicts that this number would exceed 50,000 by the end of 2025.

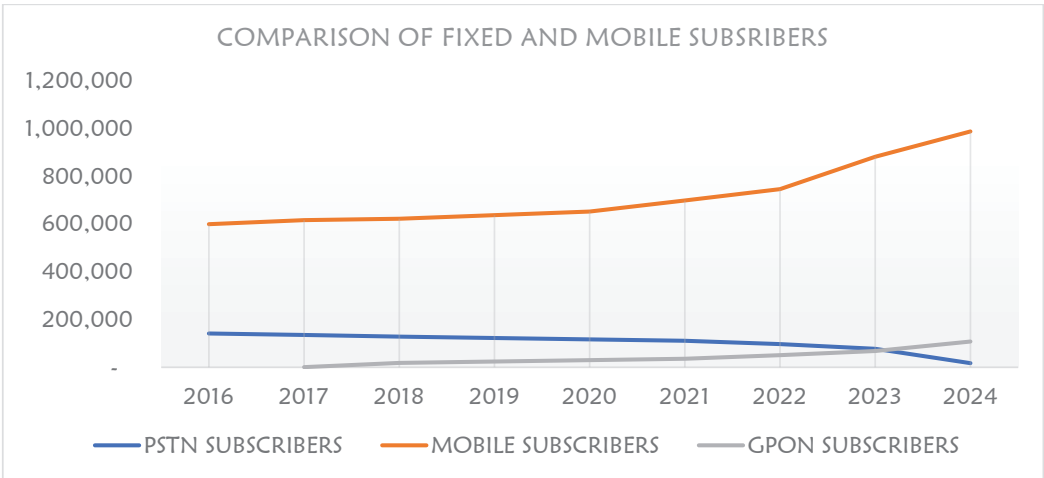


Figure 5: Movements in fixed wireline and mobile subscribers for a nine-year period

Mobile and Fixed Voice Traffic

The telecommunications landscape in Guyana is similar to the rest of the world. Global trends have signaled a decrease in fixed and mobile voice traffic as consumers migrate to over-the-top services (OTTs) and Voice over Internet Protocol (VoIP) applications as their primary voice communication source. OTTs offer unique user features such as video, image transfer, group calls and are currently integrated into popular social media platforms. These features compounded with the affordability of mobile phones increased access to data and left traditional voice calls at a significant disadvantage.

Fixed Internet Services

The fixed internet segment in the telecommunications sector continued to advance as providers actively sought new and innovative ways to attract consumers and increase market share. The increased competition in this sector was evident as providers offered attractive fixed bundle packages such as internet, cable television and fixed VOIP services. The average cost of fixed internet packages stood at approximately 57 USD with a minimum speed of 150 Mbps at the end of 2024.

Digital Subscriber Line (DSL)

To date, One Communications (Guyana) Inc. is the only provider of Digital Subscriber Line (DSL). DSL offers internet access through wireline infrastructure which has played a critical role in the country’s early internet infrastructure development. This service has seen a sharp decline as consumers have shifted towards higher speed technologies for consumption. As of the end of 2024, the subscriber base for DSL amounted to 16,900, representing a decline of 17% compared to the previous year.

Fibre to the Home (FTTH)

For the year ended 2024, the subscriber base for FTTH services stood at 111,663 which represented a 3% increase when compared to the same period in the previous year. This increase was largely due to the increase in residential and commercial infrastructural development in Guyana.

Water Sector

The Guyana Water Inc. produced 187,105,668 cubic meters of water to supply its customer base of 182,745 households for the year under review. This production resulted in sales amounting to \$6.863 billion. However, despite increased production and sales, the company recorded a loss of \$1.113 billion, a 64% increase in losses when compared to the previous year.

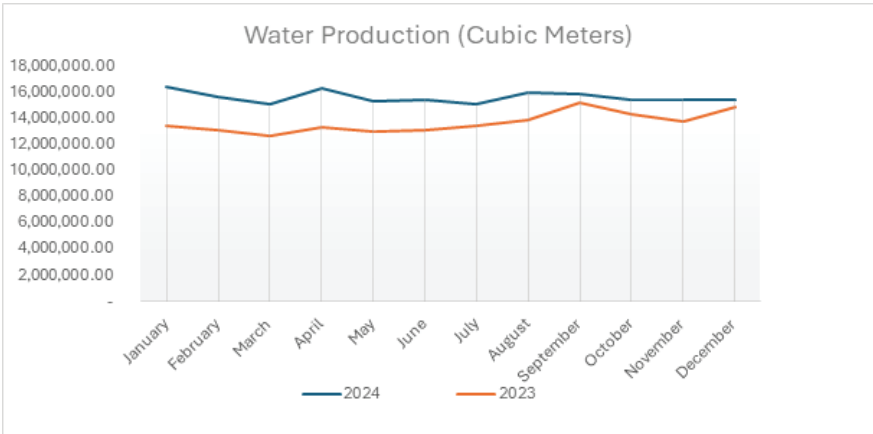


Figure 6: Monthly Water production for 2023 and 2024

Operational Cost

The expansion in the company's production and distribution program led to a corresponding increase in the cost of electricity required to operate pump-stations and other critical equipment. This amount stood at \$3.174 billion at the end of 2024. It appears that GWI may have had limited options for securing cheaper electricity and could be relying on the Government of Guyana's Gas-to-Energy project to reduce electricity costs.

Employment cost has been another significant expense for the company as they maintained a staffing of 1,139 employees at the end of 2024. This cost accounted for \$3.539 billion or 36.67 % of total operating costs for the year. Further, a hike is anticipated as the service provider typically implements annual salary increases.

One key performance indicator (KPI) for gauging the efficiency of water utility companies is the number of employees per 1,000 connections. A recommended ratio is 2 to 4 employees per 1,000 connections. According to a report by Jha (2005) on infrastructure services in the Caribbean, the average number of employees in water utilities was around 8 per 1,000 connections. GWI, with approximately 182,745 connections and a staff count of 1,139, has a ratio of 6 employees per 1,000 connections, which exceeded the recommended ratio but fell short of the regional average.

Billing and Collections

The company improved its collection processes for current billings and aged arrears whilst increasing its meter installations. The roll out of meter installations resulted in an increase in billings and collections from metered consumers, which accounted for 66% of the company's water tariff revenue for the year under review. This increase in revenue from metered customers has underscored the importance of accurately billing customers for their usage and reflected the revenue that should be collected.

GWI during 2024 has placed emphasis on its collection of arrears and follow-up of accounts via visits from enforcement officers, disconnections, or litigation. Additionally, the company focused on regular communication with subscribers through community outreaches, automated emails, phone calls, demand letters and home visits, which was commendable providing this translates to actual collections.

Non-Revenue Water

Non-revenue water, which refers to water produced for which the company receives no revenue, continued to be a challenge for GWI. Under Order 2 of 2018, the Commission mandated that GWI reduce its non-revenue water to less than 15% over a seventeen-year timeframe. Although tracking the percentage of non-revenue water can be challenging, there must be continued efforts to meter the unmetered consumers. As of the end of 2024, unmetered consumers represented 23.6% of the customer base, equivalent to 43,033 meters. Enhancements to the maintenance and upgrades of the company's distribution network along with metering rollout were expected to bring non-revenue water down to an acceptable level.

Complaints Division

PUC
PUBLIC UTILITIES COMMISSION

PUBLIC UTILITIES COMMISSION
106 New Garden Street, Queenstown, Georgetown,
Guyana, South America

Complaint Form

You should contact the utility company against which you have a complaint before seeking the PUC's Intervention. If you are not satisfied with the outcome, the PUC will be pleased to investigate your complaint.

Our Reference: (Official Use Only) Date:

COMPLAINANT INFORMATION

Name of Complainant

Address of Complainant

Contact Telephone

Alternative telephone

Email Address:

SERVICE INFORMATION

Complaints Division

The Complaints Division of the Public Utilities Commission (PUC) is a core component of the regulatory framework overseeing quality of service in the water, telecommunications and electricity sectors. The Division serves as the point of contact for consumers, monitors service providers compliance with consumer protection regulations, investigates complaints, mediates disputes and implements corrective actions. The Division is cognizant of the importance of awareness of consumer rights and strives to promote transparency and accountability for a stronger regulatory environment.

Overview Of Complaints Received

In the year under review, the Division received 244 complaints, which reflected a 5% decrease from the 256 complaints received in 2023. The Division successfully achieved an 86% resolution rate, with 81% of complaints resolved in favour of the consumer and 14% in favour of the service providers.

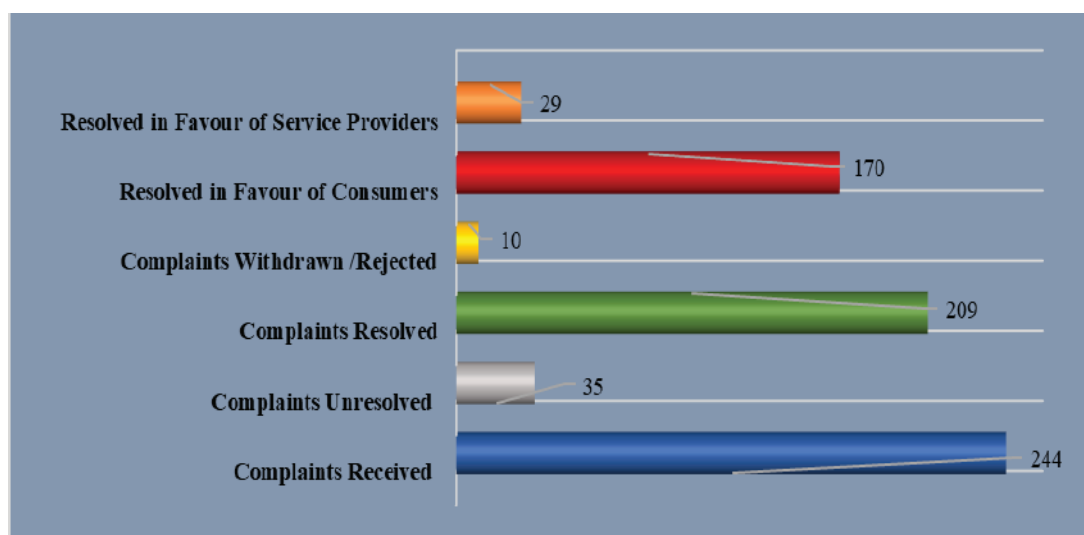


Chart 1: Status of Complaints filed with the Commission

The largest segment of complaints received by the Commission (71%) was related to unresolved technical and billing issues. The remaining 29% covered issues such as unauthorized alterations of service connections, applications for new service and disconnection and reconnection of services.

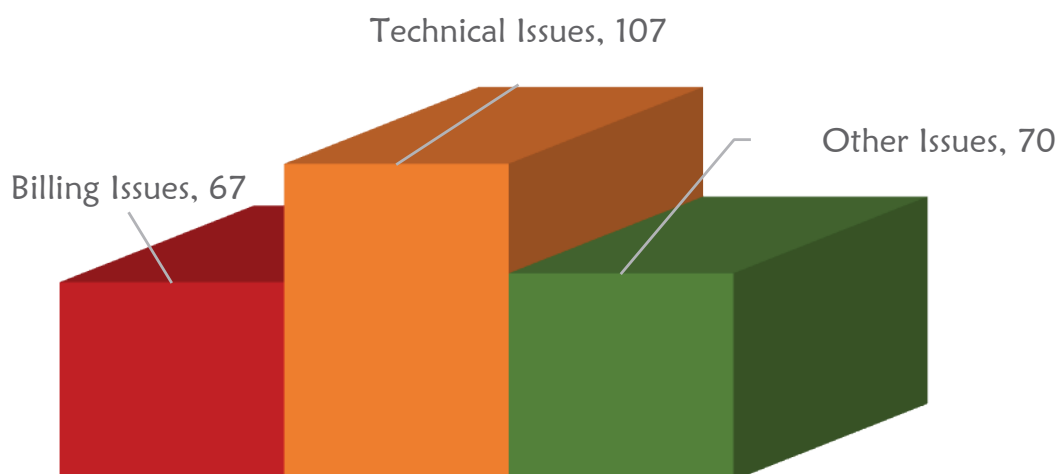


Chart 2: The types of complaints filed with the Commission.

Consumers’ contact preferences reflected a strong reliance on traditional telecommunications methods during 2024, especially the telephone, with 150 (61%) of the complainants using this channel. There were 59 (24%) of consumers who visited to the Commission’s office while 35 (15%) were filed using alternative channels inclusive of email, Facebook, traditional mail and WhatsApp.

Complaints Received Per Sector

Telecommunications Sector

In 2024, the Division received 125 complaints against telecommunications service providers, a 13% increase from the 111 complaints filed in 2023. Of these, 107 (86%) were resolved, with the remaining 18 (14%) complaints currently pending.

Complaints related to mobile services 13 (10%) and fibre services 15 (12%) were minimal indicating customer satisfaction. However, copper-based connections (landline and DSL) and fixed wireless services accounted for 97 (78%) of the complaints received. This ongoing dissatisfaction with these services indicates the need for improvements in service quality.

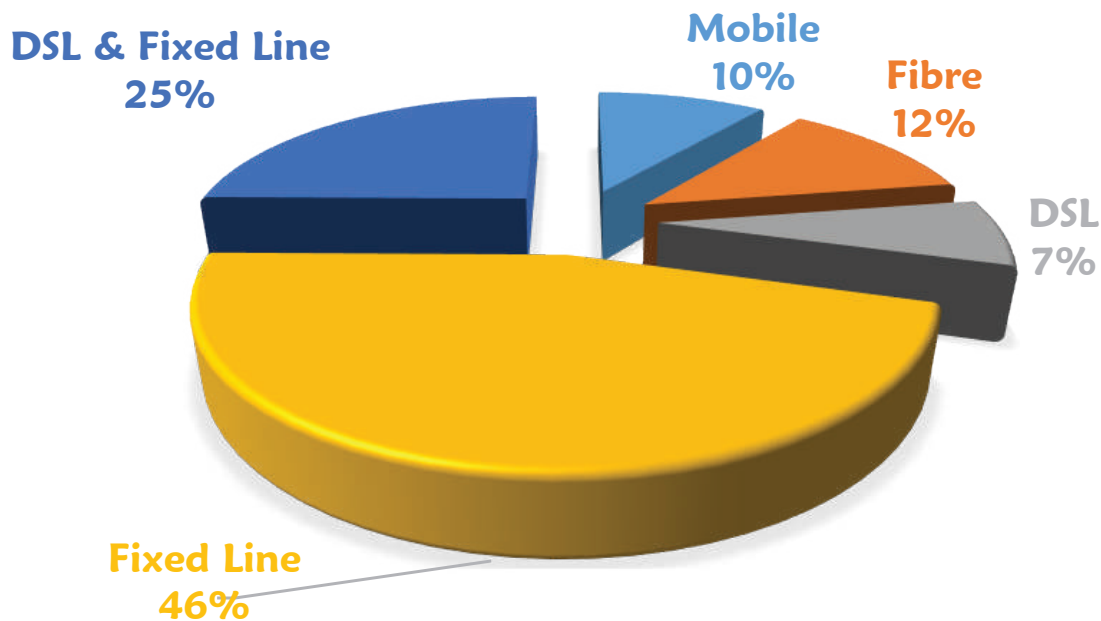


Chart 3: Telecommunications sector complaints by service type.

Electricity Sector

Complaints against GPL decreased from 85 complaints filed in 2023 to 71 filed in 2024. The main issues remained consistent with previous years, that was electricity theft, billing disputes and technical issues with the service, which together accounted for 51 (72%) of complaints against this sector. The remaining 20 (28%) represented issues such as service applications, change of tenancy, meter relocation inter alia. At the end of 2024, 54 (76%) of complaints filed against this sector was resolved.

Water Sector

Complaints against GWI decreased by 20%, from 60 complaints in 2023 to 48 in 2024. The majority 37 (77%) were related to billing and technical issues, while 11 (13%) pertained to disconnections, reconnections, tampering, sewerage, and other issues. All complaints filed against GWI in 2024 were resolved.

Credits Awarded

In 2024, a total of \$7,523,891 was awarded to consumers who filed complaints with the Commission for compensation for damages, billing adjustments, penalties for breach of service standards and reimbursements for undelivered services. See table 1 below.

Service Provider	Amount
GWl	\$ 730,225
OneComm	\$ 794,680
GPL	\$ 5,998,986
Total	\$ 7,523,891

Table 1: Credits received.

In addition, credit adjustments and compensation were applied to prior cases resolved in 2024. This brought the total credit awarded for the year to \$13,810,338, benefitting 111 consumers.

The Commission is committed to ensuring fair compensation for consumers and enforcing service provider compliance with standards and regulations.

Consumer Protection

The Telecommunications (Consumer Protection) Regulations 2020 stipulates that every service provider that provides the services set out in its Schedules 1 and 2 must adhere to the quality of service standards specified within the schedules. As part of their statutory compliance, service providers are required to submit quarterly and annual reports and logs detailing their performance in relation to the quality standards to the Commission. This section of the report provides a summary of the submissions made by service providers for the year 2024.

Residential Narrowband (Voice) Access			
Quality of Service Parameter	Standards	OneComm	Digicel
Supply time for initial connection (urban)	5 days	5	2
Supply time for initial connection (rural)	14 days	14	N/A
% of unreported faults cleared within 2 hours	80	43.46	90
% of unreported faults cleared within 6 hours	90	70.97	95
% of unreported faults cleared within 12 hours	98	82.12	100
% of unreported faults cleared within 24 hours	100	88.98	100
% of reported faults cleared within 2 hours	75	-	-
% of reported faults cleared within 6 hours	85	-	-
% of reported faults cleared within 12 hours	98	7.50	-
% of reported faults cleared within 24 hours	100	20.25	-
% of calls to operator services answered within 10 seconds	95	95	96
% of calls to directory enquiry services answered within 10 seconds	95	95	N/A
Number of billing errors per 1000 bills	3	0	1
% of billing complaints resolved within 2 weeks	90	100	100

% of billing complaints resolved within 3 weeks	100	100	100
Local and National Long Distance Calls for Residential Customers			
% of calls set up within 5 seconds	90	99.97	88.1
% of calls set up within 8 seconds	95	99.96	97.5
% of calls set up within 10 seconds	100	100	100
% of calls successfully completed during peak periods.	98	99.72	99.7
International Long Distance Calls for Residential Customers			
% of calls set up within 7 seconds	90	100	88.1
% of calls set up within 10 seconds	95	100	97.5
% of calls successfully completed during peak periods.	95	95.45	99.7

Table 2: Service providers performance, Telecommunications (Consumer Protection) Regulations 2020 Schedule 1 (2), (3) and (4).

One Communications (Guyana) Inc. reported that its initial connections in urban and rural areas were completed within 5 and 14 working days respectively. As it related to fault reports, 89% of unreported faults and 21% of reported faults were cleared within 24 hours. Other key standards including call answering times, billing accuracy, billing complaints resolution and residential long-distance call were achieved.

Digicel has achieved all the standards for its residential narrowband (voice) access services. The company reported that its reported faults clearance was linked to its broadband services.

Broadband Internet Services for Residential Customers

Broadband Internet services for residential customers				
Quality of Service Parameters	Standards	OneComm	Digicel	ENet
Supply time for initial connection (urban)	6 days	7	2	3-5
Supply time for initial connection (rural)	20 days	20	N/A	15-19
% of technical complaints resolved within 12 hours	85	GPON 17.75% DSL 7%	90	91.33
% of technical complaints resolved within 24 hours	95	GPON 54.75% DSL 22.75	95	97.33
% of technical complaints resolved within 36 hours	99	GPON 65 DSL 33.75	99	99
Number of billing errors per 1000 bills	3	0	1	2.33
% of billing complaints resolved within 2 weeks	90	100	100	95.67
% of billing complaints resolved within 3 weeks	100	100	100	100

Table 3: Service providers' performance - Telecommunications (Consumer Protection) Regulations 2020,

Digicel reported that the company achieved all the required broadband standards. One Communications reported its broadband service standards for initial connections in working days and failed to meet the resolution of technical complaints. However, the company met the broadband billing standards and the resolution of billing complaints. ENet's reports have indicated that the company met the required standards for its broadband internet services.

Mobile Public Telecommunications services

Quality of Service Parameters	Standards	OneComm	Digicel	ENet
% of calls set up within 5 seconds	90	100	88.13	95.25
% of calls set up within 8 seconds	95	100	97.5	98
% of calls successfully completed during peak periods	95	99.69	99.7	97
% of dropped calls per 100 calls	2	0.14	0.32	2
% of calls to operator services answered within 10 seconds	95	95	96.75	NA
% of calls to directory enquiry services answered within 10 seconds	95	95	N/A	NA
Number of billing errors per 1000 bills	3	0.45	1	2
% of billing complaints resolved within 2 weeks	90	99.33	100	96.75
% of billing complaints resolved within 3 weeks	100	100	100	99.75

Table 4: Service provider's achievements, Telecommunications (Consumer Protection) Regulations 2020, Schedule 2.

The reports from One Communications (Guyana) Inc., Digicel and ENet indicated that the companies had achieved the standards prescribed in Schedule 2 of the Telecommunications (Consumer Protection) Regulations 2020 for mobile public telecommunications services with the exception of calls set up within five seconds for Digicel. Digicel informed the Commission that the unassigned spectrum requested by the company, had impeded its ability to obtain the required 90%.

The reports submitted by One Communications (Guyana) Inc. and Digicel were supported by the corresponding performance logs which were reviewed by the Commission. However, the reports provided by ENet relating to its quality of service achievements could not have been verified as the company did not submit the corresponding performance logs for the Commission's review in keeping with the Telecommunications (Consumer Protection) Regulations 2020. The companies are required to ensure their compliance with the statutory requirements, as reporting to the Commission and the public on quality of service achievements against the relevant schedules are important aspects of the liberalised sector. Efforts will be made by the Commission to ensure strict compliance with all aspects of the regulations.

Quality of Service Standards Consultation

The Telecommunications (Consumer Protection) Regulations 2020 empower the Commission to consult with both service providers and consumers and make recommendations to the Honourable Prime Minister, as the responsible Minister for the sector, for possible amendments to the schedules under the regulation. The Minister through the exercise of his powers, may then amend the schedules.

Based on preliminary consultations with one service provider the Commission conducted a consultative exercise in 2022. The resulting recommendations were subsequently submitted to the Hon. Prime Minister for his consideration. The consultative document inclusive of the Commission's recommendations is available on the Commission's website at www.puc.org.gy.

Publication of Information

The Telecommunications (Consumer Protection) Regulations 2020 mandates that service providers publish the following information.

- Privacy Policy
- Applicable Quality of Service Standards

- Service and Performance Related Information
- Notice of Planned Interruptions
- Notice of Unplanned Interruptions
- Complaints Process

The Commission has noted that in 2024 some service providers were inconsistent as it related to their statutory reporting to the public than others and the Commission expects that in 2025 all service providers will meet the required standards.

Conclusion

At the end of the year the Commission successfully resolved 209 of the 244 complaints, achieving a resolution rate of 86%.

The reduction in the number of complaints received indicates a positive trend in the efforts of service providers to address consumer concerns. However, there is still work to be done especially in the areas of technical and billing complaints.

Notably in 2024, the Commission did not find it necessary to convene a meeting to address the service providers timeframe to respond to complaints forwarded from the Commission, indicating their dedication to dispute resolution and consumer satisfaction. The Commission remained focused on fostering collaboration with all stakeholders to ensure consumers consistently received the quality of services promised.

The Commission will continue to monitor all service providers for their regulatory compliance and will work closely with them to resolve all outstanding issues thus ensuring that consumers interests are prioritised while service providers offer efficient services.





Accounts Division

Accounts Division

The Accounts Division continued to carry out its role effectively managing the financial operations of the Commission ensuring accountability and transparency for all stakeholders. The Commission's financial management is governed by the PUC Act of 2016 and the Fiscal Management and Accounting Act of 2003.

The Commission's budget of \$280,955,000 for the year 2024 which was funded by assessment fees levied on the service providers under its jurisdiction was approved by the National Assembly on February 2, 2024. The 2024 budget increased by 14.8% when compared to the previous year 2023. This increase was primarily due to the Government of Guyana's approved salary increase and inflationary factors such as the rising cost of supplies and services in Guyana.

Assessment fees are computed in keeping with section 64 of the PUC Act 2016 which provides that the annual assessment fees imposed should not exceed one percent (1%) of the gross revenue derived from regulated services or one hundred million dollars (\$100,000,000), whichever is less. It is prudent to note that assessment fees are prorated to ensure that there was an equitable contribution by each service provider towards the Commission's budget.

The Commission's budgetary allocation was utilised to fund its routine operational expenditure which included though not limited to employment costs, public awareness initiatives, consultation fees and capacity building efforts among other managerial expenses.

During the year the Division maintained its focus on capacity building by conducting training exercises which related to information technology, taxation and more importantly telecommunications protocols, regulations and pricing.

The Commission ended the financial year 2024 with a positive cash flow and a strong financial position whilst effectively executing its mandate. The Division looks forward to continued progress and growth for the year 2025.

The following is the Commission's Audited Financial Statements for the year ended December 2024.

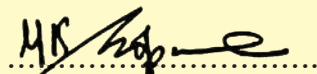
PUBLIC UTILITIES COMMISSION

Statement of Financial Position

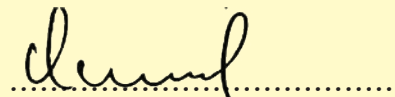
For the year ended December 31, 2024

	2024	2023
	G\$	G\$
ASSETS		
NON-CURRENT ASSETS		
Property/Plant & Equipment	123,979,547	93,137,460
TOTAL NON-CURRENT ASSETS	123,979,547	93,137,460
CURRENT ASSETS		
Receivables	401,166	303,874
Prepayments	17,500	352,697
Cash and Cash Equivalents	472,937,148	412,682,962
TOTAL CURRENT ASSETS	473,355,814	413,339,533
TOTAL ASSETS	597,335,361	506,476,993
EQUITY AND LIABILITIES		
EQUITY		
Retained Earning	596,323,561	496,111,701
Revaluation Reserve	361,800	10,361,800
TOTAL EQUITY	596,685,361	506,473,501
CURRENT LIABILITIES		
Payables	650,000	
Accruals		3,492
TOTAL CURRENT LIABILITIES	650,000	3,492
TOTAL EQUITY AND LIABILITIES	597,335,361	506,476,993

Approved by the Commission on February 25, 2025, and signed on its behalf by:



Dr. Nanda Gopaul
Chairman



Mr. Vidiahar Persaud
Secretary/Legal Officer

PUBLIC UTILITIES COMMISSION

Statement of Profit or Loss

For the year ended December 31, 2024

	2024	2023
	G\$	G\$
INCOME		
Assessment Fees	280,955,001	244,700,002
Interest Earned	6,866,312	6,721,439
Other Income	168,662	-
Sale of Fixed Assets	5,072,974	11,548
TOTAL INCOME	293,062,949	251,432,989
EXPENSES		
Employment Cost	179,393,951	173,896,127
Training Conference and Official Visits	1,694,130	1,424,529
Administration Expenses	6,112,328	18,151,490
Utility Charges	2,274,229	2,308,996
Security Charges	5,336,568	6,284,592
Rent Charges	1,580,000	2,100,000
Repairs and Maintenance	2,403,161	1,634,456
Depreciation	3,825,038	4,044,773
Rate and Taxes	231,684	231,684
TOTAL EXPENSES	202,851,089	210,076,647
NET SURPLUS	90,211,860	41,356,342

PUBLIC UTILITIES COMMISSION

Statement of Changes in Equity

For the year ended December 31, 2024

	Retained Earning	Revaluation Surplus	Total Accumulated Funds
	G\$	G\$	G\$
BALANCE AS AT JANUARY 1, 2024	454,755,359	10,361,800	465,117,159
Net Surplus for the period	41,356,342	-	41,356,342
BALANCE AS AT DECEMBER 31, 2024	496,111,701	10,361,800	506,473,501
BALANCE AS AT JANUARY 1, 2024	496,111,701	10,361,800	506,473,501
Net Surplus for the period	90,211,860	-	90,211,860
Revaluation Surplus	10,000,000	(10,000,000)	-
BALANCE AS AT December 31, 2024	596,323,561	361,800	596,685,361

PUBLIC UTILITIES COMMISSION

Statement of Cashflows

For the year ended December 31, 2024

	2024	2023
	G\$	G\$
Cash Flow from Operating Activities		
Net Surplus	90,211,860	41,356,342
Adjustments to reconcile net income to net cash provided by operating activities		
Depreciation	3,825,038	4,044,773
Gain on Sale of FA	(5,072,974)	(11,548)
(Increase)/decrease in accounts receivables	(97,292)	229,977
Increase/(decrease) in accounts payables	650,000	(397,150)
(Increase)/decrease in prepayments	335,197	(104,711)
Increase/(decrease) in accruals	(3,492)	(37,058)
Net Cash and Cash Equivalents from Operating Activities	89,848,337	45,150,625
Cash flows from Investing Activities		
Proceeds from Sale of FA	6,323,000	158,250
Purchase of Equipment	(1,297,780)	(123,761)
Purchase of Vehicles	(33,000,000)	-
Purchase of Land and Building	(1,619,371)	-
Net Cash used in Investing Activities	(29,594,151)	34,489
Net increase decrease in cash and cash equivalents	60,254,186	45,185,114
Cash and cash equivalents at the beginning of period	412,682,962	367,497,848
Cash and cash equivalents at end of period	472,937,148	412,682,962

The Commission

Filing a Complaint

Any consumer who has a complaint against a public utility or telecommunications undertaking should firstly engage with the relevant service provider. After exhausting all of the avenues at the service provider's level, the consumer may then file a complaint with the Commission.

When filing a complaint with the PUC, complainants are required to provide the relevant corroborating information/ documentation to support their filing, such as bills, reference numbers issued and investigation reports.



Contact Us

HELP DESK: Monday – Thursday: 8:00 – 16:30 hrs.
Friday: 8:00 – 15:30 hrs.

GEORGETOWN OFFICE: Lot 106, New Garden Street, Queenstown, Georgetown
Telephone - 592-226-7042 or 592-227- 2182

BERBICE OFFICE: Lot AV, Free Yard, Port Mourant, Corentyne, Berbice
Telephone - 592- 336-6077 or 592-336-6192

WHATSAPP: +592-623-3222/+592-624-6000

WEBSITE: www.puc.org.gy

EMAIL: pucommission@gmail.com

FACEBOOK: www.facebook.com/pucgy



PUC Website

The PUC website which can be accessed at www.puc.org.gy, serves as a user-friendly gateway to an array of services and resources provided by the Commission. This website is designed to inform individuals about the Commission's mandate, public notices, relevant Acts and associated regulations, and orders issued by the Commission since 1991 to current. The website is a valuable resource for details on the Commission's public relations initiatives, upcoming events including public hearings and webinars.

The website furthermore functions as a convenient medium for users to voice their concerns in a streamlined process through the online submission of complaints. Visitors to the website may also access audio transcripts of past public hearings.





PUC

**PUBLIC UTILITIES
COMMISSION**

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