

**GUYANA POWER AND LIGHT COMPANY
OPERATING STANDARDS & PERFORMANCE TARGETS
YEAR 2018**

Operating Standards and Performance Targets				
CATEGORY		UNITS	TARGET	ACTUAL
Customer Interruptions				
	System Average Interruption Frequency Index (SAIFI)	No.	69	106
	System Average Interruption Duration Index (SAIDI)	Hrs.	80	112.41
Voltage Regulation				
	Quality of Voltage: as a percentage of nominal value 110 volts and 220 volts as a variance after a system disturbance	± 5% ± 10%	NOT MEASURED	
	Other Voltage - Complaints	Days	30	28.96
Meter Readings				
	Max Demand Customers	%	97	93
	Non Max Demand Customers		90	90
Issuing of Bills				
	Max Demand Customers	Days	7	5
	Non Max Demand Customers		10	7
Accounts Receivable		Days	40	30
Accounts Payable		Days	26	25
System Losses		%	27.2	27.7
Average Availability		%	80	85.8