



2022 ANNUAL REPORT

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





ANNUAL REPORT 2022

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

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Introduction

The Public Utilities Commission (PUC) is a corporate body which was established by the Public Utilities Commission Act No. 26 of 1990. It now operates under the Public Utilities Commission Act No. 19 of 2016. The PUC is the independent regulator of the Water (Water and Sewerage Act No. 13 of 2002), Electricity (Electricity Sector Reform Act – No. 11 of 1999), and Telecommunications (Telecommunications Act No. 18 of 2016) sectors in Guyana.

The Commission is tasked with the responsibility of ensuring that the service providers in Guyana deliver services that meet the standards as enshrined in the relevant Acts and Regulations. The monitoring of the quality of services; the imposition of rates for services which are fair and reasonable without negatively impacting the financial viability of the companies; the conduct of investigations into the operations of the service providers and compliance with the Orders of the Commission represent the key functions of the Commission. The Commission is empowered to impose consequential penalties should there be any breach on the part of the operators.

The issuance of the Electricity Sector Reform Act (ESRA) of Guyana saw the creation of a modernized regulatory structure for the Government's licensing of electricity supply by both public and private suppliers. The first schedule of the License sets out the principles and formulae for the calculation of any increases or decreases in tariffs for the company in any given year, outlines the relationship between public suppliers and consumers, and it requires suppliers to maintain an annual and rolling five-year sustainability program. Additionally, it provides for penalties for theft and destruction of the supplier's property and dispute resolution between public suppliers and consumers. The license was subsequently amended in 2010 to provide for the annual submission by GPL of, its Operating Standards and Performance Targets (OSPT) to the Commission for review.

In 2003, the water sector, comprising of the Guyana Water Inc., was brought under the Commission's purview following the enactment of the Water and Sewerage Act No. 13 of 2002. The Commission's responsibilities with respect to the water sector include regulating tariffs, monitoring the quality of service provided by the water company, and in accordance with the World Health Organization (WHO) standards the provision for access to safe and potable water.

The liberalization of the telecommunications sector in Guyana in October 2020, enlarged the Commission's regulatory oversight. The review of the Reference Interconnection Offers (RIO); the establishment of a price regulation regime and the implementation of number portability are all the new regulatory frontiers with which the Commission is now tasked. The telecommunications undertakings – GTT, Digicel together with the new entrants E-Networks Inc. and Green Gibraltar Inc. were issued licences which will allow the companies to expand their services in an effort to improve connectivity which will serve as a vehicle to boost competition and offer quality of services which will be beneficial to all of Guyana.

The public utilities and telecommunications undertakings under the statutory oversight of the Commission are:

- Guyana Telephone & Telegraph Co. Ltd. (GTT)
- U-Mobile (Cellular) Inc. (Digicel)
- E-Networks Inc. (ENet)
- Green Gibraltar Inc.
- Guyana Power & Light Inc (GPL).
- Guyana Water Inc (GWI).

Section 5 (1) of the PUC Act 2016 allows for the appointment of a Chairman and four Commissioners. The present composition of the Commission includes:

- Ms. Dela Britton - Chairman
- Mr. Rajendra Bisessar - Member
- Dr. Leyland Lucas - Member (up to May 2022)
- Ms. Verlyn Klass - Member
- Dr. Nanda K. Gopaul - Member

The Commission is headquartered in Georgetown, and as part of its commitment to decentralize the offices, the Commission established offices in Berbice, Linden, and Essequibo.

Mission

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

Vision

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

Editorial Board

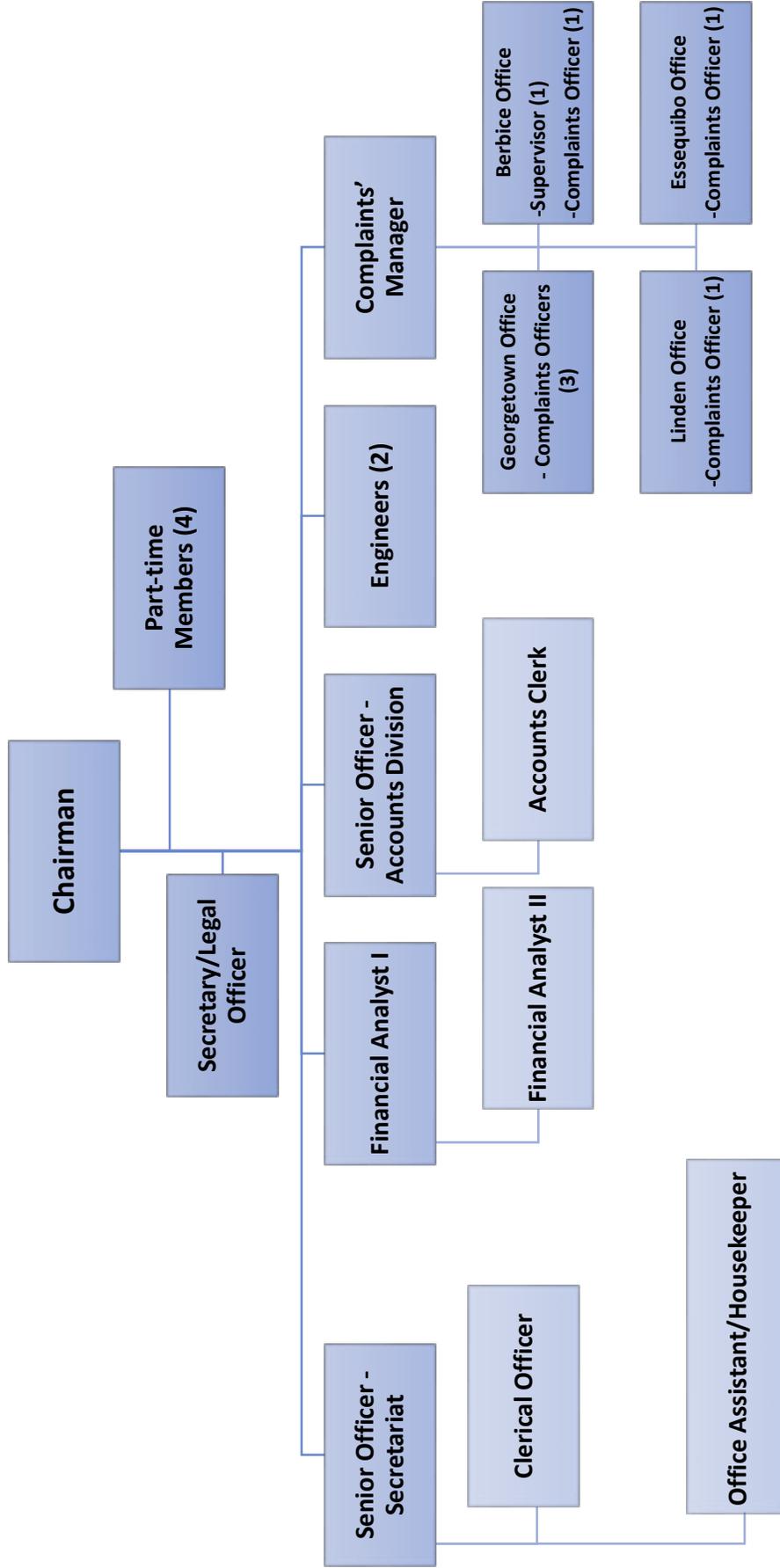
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ORGANISATION CHART 2022



Chairperson and Commissioners 2022



Chairperson
Ms. Dela A Britton



Commissioner
Mr. Rajendra Bisessar



Commissioner
Dr. Leyland Lucas



Commissioner
Ms. Verlyn Klass



Commissioner
Dr. Nanda Gopaul

From the desk of The Chairperson



Dela Britton,
Chairman - Public Utilities Commission

In 2022 as the Commission grappled with the reality of the telecoms liberalisation and its various mysteries, we intensified our monitoring machinery and became laser-focused on all things Quality of Service for the Electricity, Water and Telecommunications sectors.

The PUC as a creature of statute is required to perform its functions under strict adherence to the various pieces of legislation and we are gratified that the collaboration and cooperation of all stakeholders remained constant in the year under review.

Our usual statutory monitoring in the form of the Public Hearing for the review of the Operating Standards and Performance Targets (OSPT) of the Guyana Power and Light Inc. (GPL) was held on March 29, 2022. The Electricity Sector Reform Act (ESRA) dictates that this Public Hearing should be conducted by the 30th of March of every year. The 2022 review was no different as the OSPT continues to provide the Commission with the unique opportunity to interrogate GPL officials on the company's achievements and performance during the preceding year.

The data on the resolution of individual voltage complaints, which is GPL's compromise for its inability to measure individual voltage though often stellar, remains a concern to the Commission. The procurement and implementation of Advanced Metering Infrastructure (AMI) devices, which allows for remote readings of measurements including voltage level received by consumers has not remedied the company's continued inability. The Commission found that the company's

2021 performance was up to par and notwithstanding this deficiency we determined that no penalty was warranted for any of the targets which fell short of the required standards.

In keeping with the universal thrust towards renewable energy for sustainable development, GPL has embraced green energy policy with the implementation of its net billing initiative. This regime encourages consumers to self-generate using photovoltaic installation at their premises and the program allows the consumers to feed excess energy generated into the grid, and in return credit is awarded to the consumer. GPL should be applauded for this initiative as it not only acts as a driver to reduce the burden on the grid, but stimulates good sustainable energy practices.

Following the receipt of several consumer complaints regarding the high disconnection fee, the Commission on September 21, 2022 initiated a public hearing into the quantum of the disconnection fee of seven thousand and five hundred (\$7,500) Guyana dollars as charged by the Guyana Water Inc. It is worthy of note that this fee together with other ancillary charges were set by the Commission in our Order 2 of 2018 in the matter of an application by the Guyana Water Inc. for (the then) review of tariffs.

After careful review of the financial data provided by GWI as it relates to the disconnection and reconnection costs incurred by the company, the Commission determined that the expenses incurred by the company to disconnect and reconnect far exceeded the rates prescribed by the PUC in 2018. The Commission therefore concluded that it would not be prudent to reduce the existing reconnection charges. However, in an effort to balance the interests of

the consumers and the service provider's financial viability, the Commission ordered and directed that the company refrain from disconnecting a consumer with an outstanding balance below twelve thousand and five hundred dollars (\$12,500.00) and to extend the 4-hour notice of disconnection to 24 hours.

In April 2021, following a Hearing into the matter of a notice change of tariff for the Guyana Water Inc. the Commission had unanimously approved a 5% decrease in water tariffs. This was in keeping with the national budgetary allocations and pronouncements which had prescribed the reduction. The PUC was adamant to state in its findings that the reduction was granted with the expectation that GWI would recover its losses in revenue via the procurement of 42,000 meters and its imminent roll out of these meters by the end of 2021. It is encouraging to report that at the end of 2022, the company had installed a total of 20,025 meters. This meter rollout by GWI is a move in the right direction; as metering tends to reduce reliance on non-revenue water which will translate to an increase in revenue for GWI.

The Commission with great resolve in 2022 continued to interface with officials from the telecoms operators for GTT, Digicel and ENet. We are cognizant that in order for Telecoms Liberalisation to become a reality, both the operators and the Commission must engage in continued collaboration. The objective of liberalization is the creation of an open and competitive market beneficial to both the consumer and operator alike. To that end, the Commission welcomed the new entrant Green Gibraltar in January 2022, which entity projected that it would provide for the installation and operation of mobile public telecommunications networks and the provision of public telecommunication services respectively in the hinterland areas of Guyana.

As part of its commitment to bring connectivity to the outer regions of Guyana, in November 2022, Green Gibraltar tested a prototype for fixed wireless access. The Commission now eagerly awaits the outcome of the pilot project and the expansion of the reach of fixed wireless access. Not to be outdone or undaunted, Digicel, GTT and ENet in the spirit of competition also launched new technology and widened their respective reaches. Digicel, in addition to its Long-Term Evolution mobile services in Lethem which is the gateway to Brazil and its commerce, launched its Evolved High-Speed Packet Access (HSPA+) in Annai, Region 9 which now has the capability to provide coverage to nearby villages. In the same vein GTT rolled out its Fiber+ services to various villages on the East Coast of Demerara and ENet launched their 4G internet service in Kuru-Kuru along the Linden-Soesdyke Highway.

As previously reported, we have noticed the continuous steady decline of use of minutes for both the fixed and mobile networks with a 23% and 5% decline when compared to 2021 which was 320,621 and 792,735 respectively as the Guyanese consumer continued to embrace and became savvy with the endless possibilities that new technology has to offer.

Quality of Service (QoS) issues continued to plague the Telecoms sector and, in an effort to obtain a comprehensive forecast the Commission conducted an internal forensic examination of such complaints and collaborated with GTT on pertinent Quality of Service issues.

In April 2022, the Honourable Prime Minister Mark Phillips, who has the responsibility for the Telecommunications and Energy Sectors, issued a charge to the PUC to formally review the QoS standards. Within a few short weeks, the Commission embarked upon a public consultation to review and amend the QoS parameters as enshrined in the Regulations. The Commission received a number of comments and took the initiative to explore additional standards to give wider berth to the existing QoS. The recommendations were submitted to the Honourable Prime Minister for his consideration on August 19, 2022 and we now await further guidance in this regard. The QoS consultation process has manifested a positive learning curve for the Commission as we navigate this new regulatory telecommunication space.

The implementation of Number Portability remains a priority for the Commission. In August 2021, the Commission had established its Number Portability Working Group (NPWG), which is headed by Commissioner Verlyn Klass and comprises all the telecommunications service providers and a Representative from the Telecommunications Agency. The collaborative magic of the Regulators and Operators saw the compilation of the Request for Proposals (RFP) which was issued on October 28, 2021 (see PUC Annual Report 2021). In early 2022 the number portability clearinghouse (NPC) – Porting XS B.V was selected. The Number Portability process was however delayed in its implementation process as the necessary applications were required to be administered as a first limb. The licence to operate was issued in December 2022 and it is hoped that the crucial testing phase could commence in January 2023. Number Portability is a vital tool in the competition arsenal as it allows a dissatisfied consumer to change his/her

operator whilst retaining his/her existing telephone number. A telephone number is now considered part of one's identity as it is no longer merely used to maintain person to person contact but it is now used as a verification number for banking purposes and for online transactions.

As part of our mandate as Advisor to the Prime Minister on policy issues, the Commission recognized that there is a lacuna in the Telecoms Legislation and as such the PUC has sought to engage the services of a seasoned legal consultant to craft comprehensive number portability legislation framework. It is expected that this exercise should be completed in the first quarter of 2023.

High termination rates serve as a deterrent to competition and cause new entrants to be hesitant to enter the telecoms sector. Again, recognizing the need to properly regulate rates and in keeping with the Telecommunications (Interconnection and Access) Regulations 2020, the PUC in July 2022 conducted a benchmarking study utilizing data from countries within the Caribbean Community and Common Market similar to Guyana markets and services in order to determine the fixed and mobile termination rates which are appropriate for Guyana. On December 23, 2022, the Commission announced as an interim measure, the benchmarking rates of \$8.71 for fixed termination rates and \$11.42 for the mobile termination rates. These rates when implemented in February 2023 should over time result in the reduction of the extant termination rates which were in effect since 2011. Information on the benchmarking study can be found on our website at <https://www.puc.org.gy/pucdocs/Miscellaneous/2022/PUC%20Benchmark%20Study%202022.pdf>.

The dismantling of GTT's monopoly licence perhaps resulted in the conclusion of an era of a rate of return regulation regime and as such it is now necessary for the PUC to implement a rate regulation mechanism in order to optimize competition within the Telecommunications Sector. The governing Telecommunications Act and its accompanying Pricing Regulations allow for the PUC to create a Price Regulation Regime (PRR). In April 2022, the PUC employed the expertise service of a Consultant, Ms. Christa Leith to conduct and evaluate an appropriate Price Regulation Regime for the setting and regulating of fixed line rates for the sector. GTT by virtue of its license is the central operator for which the PRR relates but the Commission intends to engage in a wide consultative process with all stakeholders.

The intent of the price regulation regime is to ensure that service licensees earn returns which encourage the delivery of services at an established minimum standard and a reasonable rate whilst facilitating innovation and investment. Further, it is expected that the price regulation regime will enforce competition and focus on establishing time-limited prices/price guides and service standards which promote efficiency in operations by service providers with reasonable input returns which may foster network development.

The PUC commissioned a study on Price Regulation Regime in 2022 which was concluded on November 30, 2022.

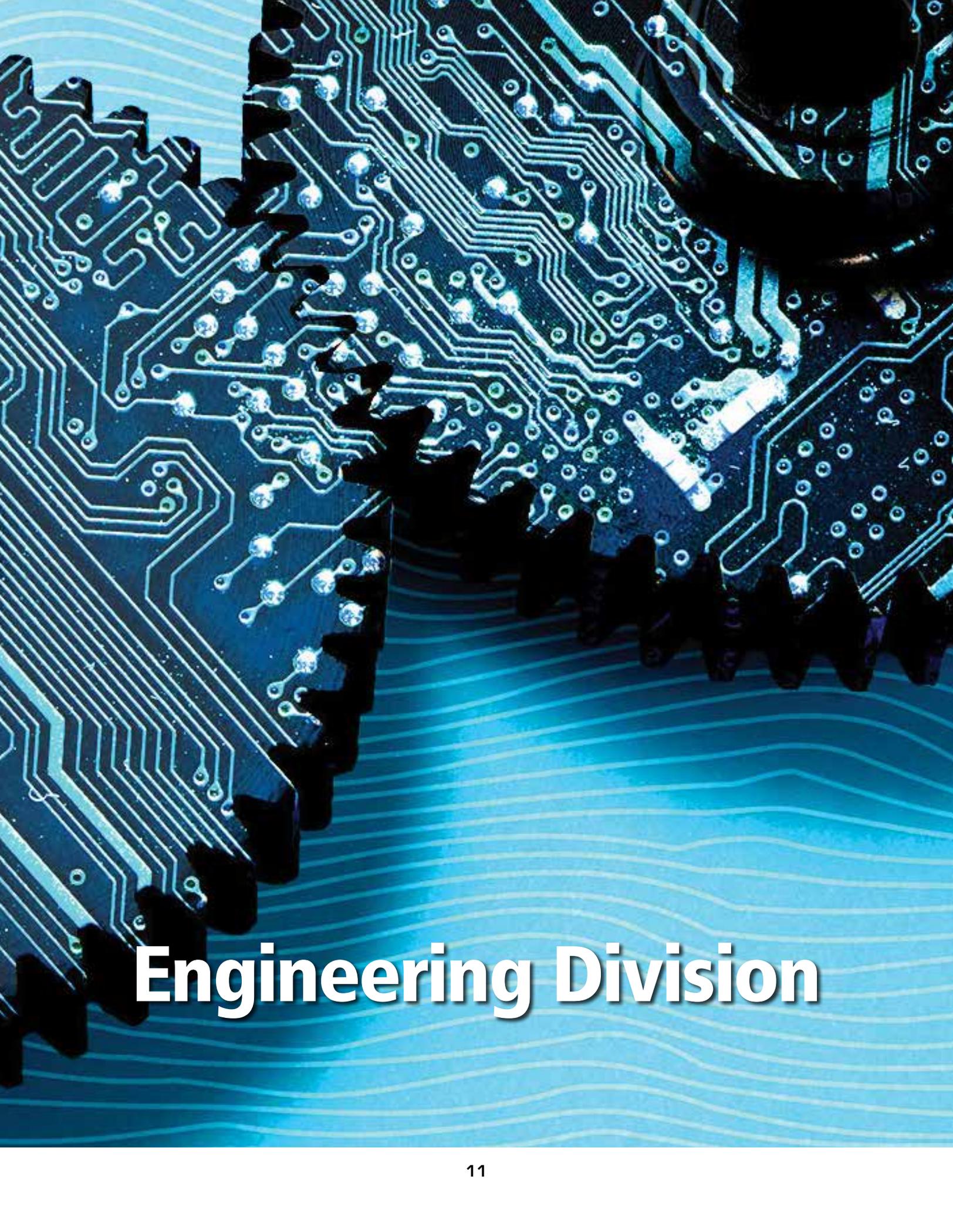
The emergence of the liberalized environment increased our obligations ten-fold and we are mindful that our capacity must expand to meet our growing demand to process, investigate and report on technical complaints. In November 2022 the PUC recruited an additional Engineer to assist with this undertaking. The engineer, who hails from Telecoms sector, will provide a fresh perspective to the Commission.

The Public Relations arm of the PUC is a critical component to the success of the regulatory institution whose operations are constantly under a microscope. The advent of social media allowed the Commission to reach a wider audience in real time and 2022 was no different as we redoubled our efforts and continued our robust public relation outreaches, poster distribution and radio and television advertisements. Collaborative meetings were held with the governing bodies of the Essequibo County and the Town of Linden in June 2022. We however sought to pause our reliance on our webinar series for 2022 since in this age of COVID the world was already inundated with Zoom Hearings and webinars.

As we look forward to 2023 with renewed vigor - the realization of Number Portability; a Price Regulatory Regime (PRR); Benchmarking; the prospect of the implementation of a new Consumption Index with GPL and the advancement of access to potable water throughout Guyana would all serve as catalyst for change for the Commission.

The PUC stands firm in its resolve to continue its mission to protect the interests of consumers, encourage competition and improve quality of service in this ever-changing regulatory landscape in Guyana.

April 2023.



Engineering Division

Engineering Division

Mr. Nikita Somwaru – Engineer
Mr. Alvin Ramnarine – Engineer



Telecommunications Sector

The liberalization of the telecommunications sector took place in 2020 and it has resulted in the expansion of the sector both in terms of new entrants and innovations. The Commission is optimistic that with further developments, consumers in Guyana will be positioned to achieve services that are on par with its first world counterparts.

In the year 2022, the competitors within the sector continued with the upgrade of their infrastructure and the rollout of services into areas previously unserved.

Telecommunications Development

U-Mobile (Cellular) Inc. (Digicel)

In 2020, U-Mobile (Cellular) Inc. (Digicel) was issued an individual license to provide for the installation and operation of a domestic fixed line telecommunications network and the delivery of mobile public telecommunications services to the Guyanese market.

Digicel, in addition to the provision of standard mobile telecommunications services to its consumer base, introduced the Evolved High-Speed Packet Access (HSPA+) in August 2022 to the residents of the remote village of Annai with coverage to the nearby villages of Kwatamang, Wowetta, Aranaputa and Yakarinta villages - all of region 9 (nine) Guyana. This service is an upgrade to its existing 3G network and it is hoped that with its subsequent implementation, consumers within the coverage areas will have access to improved mobile and data services.

Additionally, during 2022 the company launched its Long-Term Evolution (LTE) mobile service in the town of Lethem. Lethem was primarily selected for its geographic location at the southern end of Guyana in region nine (9) and perhaps after careful consideration of the quality of service (QoS) experienced by the residents of Lethem. This LTE service will allow mobile users in the Lethem area to experience a faster mobile broadband service.

E-Networks Inc.

E-Networks Inc. (ENet) is a locally owned and operated telecommunications company which is licensed to provide for the installation and operation of fixed and mobile public telecommunications networks and the provision of public telecommunications services to the Guyanese market. ENet in their market expansion launched its wireless 4G internet service in the village of Kuru-Kuru which is located on the Linden-Soesdyke highway, however, based on the size of Kuru-Kuru's population it was perhaps business savvy for this expansion to tap into the existing fiber optic media leading to Linden. This allows for flexibility of choice for both residential and commercial Kuru-Kuru's consumers.

Guyana Telephone and Telegraph (GTT)

GTT is a local telecommunications service provider which is licensed to provide both fixed and mobile telecommunications services to the Guyanese market. As the company seeks to expand its consumer base, the company rolled out an additional broadband fibre service to meet the growing demand from consumers in the telecommunications sector. This rollout includes the implementation of a new plan which combines internet and voice packages bolstered by GTT's existing fibre internet bundles. This service will be available in various areas on the East Coast of Demerara which includes Enterprise, Melanie, Coldingen, and Bachelor's Adventure. Overall, these bundled plans are regarded as the repackaging of existing plans sold on the company's fixed fiber network.

Green Gibraltar Inc.

Green Gibraltar Inc. is a locally owned Telecommunications company which was granted a telecommunications license on January 1, 2022. In November 2022, the company as part of its telecommunications marketing launched its internet service in the remote village of Rockstone located in region ten (10). This internet service will provide connectivity to the community of approximately thirty (30) residents utilizing signals captured from low orbiting satellites. The community of Rockstone will enjoy this internet connectivity at no charge for three (3) months. The Commission compliments the company for this good gesture.

Green Gibraltar has indicated that currently, there are no significant plans for further development in the Telecommunications market.



Number Portability Developments in the Implementation of Number Portability

The Clearinghouse Administrator Porting XS B.V from Netherlands, a provider of number portability administrative and technical services was selected to provide number portability administrative services in

Guyana. Subsequently, negotiations between the telecommunications service providers commenced and it was expected that the agreement will be signed at a later date.

It is expected that there will be a network configuration and vital components of the testing stages that will be executed according to the project's schedule plan to allow for seamless porting between telecommunications service providers. The testing stages will include service provider to clearinghouse connection, service provider to service provider connection, routing configuration and dummy porting tests using Subscriber Identity Module (SIM) cards.

As per the Number Portability Project Implementation Plan (PIP), number portability is expected to be launched in Guyana in July 2023. The Commission as part of its commitment towards meeting this deadline would have formed a Number Portability Working Group (NPWG) with representatives from the telecommunications service providers, the Telecommunications Agency (TA) and the Commission. The NPWG meets weekly to discuss and resolve key issues related to the project.

Electricity Sector Operating Standards & Performance Targets (OSPT)

The Commission is under a statutory obligation to conduct an annual review of GPL's Operating Standards and Performance Targets in the form of a public hearing, no later than the 30th of March for the preceding year. The Engineering Division reports on the following Operating Standards and Performance Targets for the three quarters of the year 2022.

- Customer Interruptions (SAIFI and SAIDI)
- Voltage Regulation
- Losses
- Average Availability

At the time of this report the Commission had received the preliminary OSPT reports for the year 2022. The 2022 targets reflected below were extracted from GPL's Development and Expansion Plan for 2022 – 2026.

OSPT			2022 Targets		2022 Achievements			
1	Customer Interruptions	Units	Annual	Qtr.	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	Total
	SAIFI	No.	90	22.50	20.00	25.00	25.00	70.00
	SAIDI	Hrs	95	23.75	17.57	25.42	24.39	67.38
2	Voltage Regulation	%						
3	Losses	%	25.00	25.93	26.26	25.96	25.36	25.86
	Technical	%	16.40	16.40	14.49	14.46	14.44	14.46
	Non-Technical	%	8.60	8.60	11.78	11.50	10.93	11.40
4	Average Availability	%	85	80	80	77.1	81.30	79.00

Table showing GPL's 2022 OSPT achievements

Customer Interruptions

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

System Average Interruption Frequency Index (SAIFI)

This index is commonly used as an indicator by power utilities to calculate the number of outages a customer will experience: example – if a city with 5000 customers’ experiences 4 prolonged outages within a month with 50 % of the city’s population being affected then the SAIFI index will be calculated as follows: $(4 \times 2500) / 5000 = 2$

$$\text{SAIFI} = \frac{\text{Total Number of Customer Interruptions}}{\text{Total Customers Served}}$$

The target projected by GPL for 2022 is 90. This means that the total number of outages a consumer experiences for the year should not exceed 90. However, at the end of 2022, the average number of outages per customer at the end of the third quarter was 70. The target was therefore achieved.

System Average Interruption Duration Index (SAIDI)

This index is commonly used as a reliability indicator by power utilities to calculate the duration of an outage which a consumer experience. An example of this is: consider a feeder supplying a city with fifteen thousand (15,000) customers and there are six (6) outages for the month with each outage lasting for two (2) hours each. If it affected five thousand (5,000), eight thousand (8,000) and 10 thousand (10,000) customers respectively; then the index will be $[2 \times 5000 + 2 \times 8,000 + 2 \times 10,000] / 15,000 = 3.07$ hours per customer.

$$\text{SAIDI} = \frac{\text{Total Customer Hours of Interruptions}}{\text{Total Customers Served}}$$

The SAIDI target for 2022 is 95 hours of power interruptions. This constitutes an average of 23.5 hours per quarter. At the end of the third quarter the average duration of outages was 67.38 hours. The target at the end of the third quarter was achieved.

Voltage Regulation

As per GPL’s OSPT requirements, the company is legally mandated to maintain $\pm 5\%$ of nominal voltage under stable conditions and $\pm 10\%$ of nominal voltage after system disturbances.

Since the inception of the OSPT in the year 2011, GPL has maintained that it will utilize consumers’ complaints in order to determine their achievement of this standard.

End of the third quarter	2022
Complaints Responded to in 30 days	1844
Complaints Completed in 30 days	1776

Table showing voltage complaints

The table above shows at the end of the third quarter the company had received 1844 complaints; of which 1776 were resolved within a 30-day period.

At the GPL’s 2020 OSPT review the company had informed the Commission that it intended to implement the platform for the Advance Metering Infrastructure (AMI). This infrastructure will aid in the determination of each individual consumer’s voltage when coupled with the Supervisory Control and Data Acquisition (SCADA) software. This will aid the company to correctly report and rectify any anomalies as it relates to the voltage levels on its network.

System Losses

The losses projected for 2022 is 25%. This represents a 0.93% decrease from the 2021 target which was set at 25.93%. At the end of the third quarter of 2022, the average was 25.86% (14.46 % technical and 11.40

% non-technical), which signaled that the company did not achieve their target of 25% by 0.86%. When compared to the achievements from the year 2019 to 2022 (as shown in table below) there are improvements with the non-technical losses which represent non-revenue electricity. On the other hand, the technical losses which are inherent to the transmission and distribution of electricity show small percentages of improvements. An examination of the 2021 achievement will reveal that the company has shown a nominal improvement of 0.08% with technical losses for 2022.

The company in its development and expansion program for the years 2022 to 2026 had indicated that there

Year	2019	2020	2021	2022 3rd Qtr.
Net Loss %	27.62	26.11	26.47	25.86
Technical Loss factor %	10.52	10.82	11.48	11.4
Non - Technical loss factor %	17.1	15.28	14.99	14.46

Table showing GPL's 2019 to 2022 loss trend for system loss.

are approximately 1700 remaining AMI meters under the Power Utility Upgrade Programme (PUUP) to be installed during 2022. These remaining meters will be added to the complement of the 67,684 AMI existing meters and this will aid in the reduction of non-technical losses.

Average Availability

GPL has set the target of 89% average availability for 2022 for its generating capacity, therefore, the company is expected to have the generating capacity to meet the demand for its customers; however, as reported at the end of the third quarter it had an average availability of 80%. Therefore, the company did not achieve the target at the end of the third quarter.

In the year 2019, the company's availability achievement was 84% when compared to 2020's 86.5%, indicating an improvement in 2020 by 2.5 %. For the year 2021 83.2% was achieved with a target of 80%. The company explained that for the reporting year of 2022 the unavailability of the following plants at various locations (Canefield, Onverwagt, Anna Regina, Wakenaam and Leguan) had affected the set targets at the end of the third quarter.

Developments in the Electricity Sector

Net Billing Initiative

Net billing occurs when a consumer has a net meter installed at their premises which is credited for excess energy produced from the consumers who have an interconnected photovoltaic (PV) system. Net meters used in this regard are normally bidirectional meters which rotate either clockwise or counter clockwise according to the consumer's electricity consumption. This bidirectional capability allows consumers to achieve energy savings through compensation for electricity delivered to the grid from their installed PV systems.

The Guyana Power and Light Inc. (GPL) has embraced the Government of Guyana's vision for a green state and its associated benefits to the company and country. GPL is aware that 267 of its large and small customers have taken the initiative to install solar photovoltaic systems in order to reduce their monthly electricity bill. These consumers satisfied the criteria for the intended installation requirements which will allow excess energy to penetrate GPL's network.

Consumption Index

For approximately fifteen (15) years the Guyana Power and Light (GPL) has utilized an energy consumption index for the purpose of back-billing of consumers' accused of electricity theft. These values used by GPL were outdated thus a collaborative initiative between GPL and the Commission was embarked upon with the aim of reviewing the existing values in use.



On February 18, 2021, the Commission had approached GPL in an effort to collaborate on the upgrading of the Consumption Index values presently utilized and some seven (7) days later a task force was formed comprising of personnel from GPL and the Commission.

The Commission as part of its mandate then undertook the responsibility to compile the appropriate kWh consumption values of appliances used in Guyana. Data and information from the member countries under the Caribbean Electric Utility Services Corporation (CARILEC) proved to be beneficial in the consumption index review process. A document of the Commission’s findings was then submitted for GPL’s assessment. It is expected that the next step towards the reformation of the kWh values is to formulate the final indices prior to using them in back billing exercises.

Technical Reviews of Complaints

The Engineering Division continues to review technical complaints from consumers against GPL where allegations have been levied against these consumers for meter tampering and meter bypass.

Since 2021, by virtue of the Public Utility Upgrade Program (PUUP), GPL has continued to install smart meters with duplex and triplex concentric cables which are designed to deter persons connecting to the cables directly in the event to bypass the meters. The Division during its review of complaints against GPL for the reporting year of 2022 have found that some consumers who benefited from the installation of the smart meter would have tampered with those meters by interfering with the security seal(s) of the meter, hence removing the internal current laminations. When those laminations are removed, the meter accuracy is altered to only record a minimum usage of approximately 15%. The consumer will benefit from the minimum recording of their usage.

Water

With the enactment of the Guyana Water and Sewerage Act of 2002, the Commission was tasked with the responsibility to set and regulate the rates and the enforcement of service quality for the Guyana Water Authority together with the resolution of consumers’ complaints.

GWI’s Licence makes provision in Schedule 2 which specifies the standards required by the company to achieve the World Health Organization (WHO) bacteriological standards for coastal and hinterland water supplies. The WHO standards are for acceptable levels for pH, turbidity, iron, aluminum, colour, and chlorine contents to be present in water after any treatment process.

Water Quality

The Engineering Division reviewed GWI’s water quality reports for the periods January to December 2022 and at the end of December 2022, the Commission found that GWI managed to achieve the requisite World Health

Organisation (WHO) standards in twenty-two (22) of their twenty-eight (28) treatment plants. The treatment plants which are within the WHO standards are located at the following locations: Lima in Region two (2), Pouderoyen, Uitvlugt, Fellowship and Vergenoegen all of Region three (3), Covent Garden, Eccles, Grove, Friendship, Central Ruimveldt, Sophia, Better Hope, Great Diamond and Mon Repos of Region four (4), Cotton Tree Region in five (5), No. 56, Port Mourant, Queenstown, New Amsterdam and Sheet Anchor all of Region six (6) and LPC and West Watooka in Region ten (10).

The following table below shows the treatment plants which are not within the WHO standards for the year 2022.

Locations	Date Analysed	pH (6.5 - 8.5)	Iron (mg/L Fe) (0.3)	Aluminium (mg/L Al3+) (<0.2)	True Colour (Hazens) (<15)
Shelter Belt	6 Dec 2022	4.59	0.20	3.578	21
Bartica	22 Dec 2022	4.56	-		44
Amelia's Ward	6 Dec 2022	5.32	1.09		
McKenzie	6 Dec 2022	4.38	0.15		5
Wisroc (New Plant)	6 Dec 2022	4.60	0.31		10
Wisroc (Old Plant)	6 Dec 2022	4.69	0.33		12

Table showing water quality results at the end of 2022

From the table above the following water quality levels at six (6) treatment facilities were found to be not within the WHO standards.

- The region 4 treatment facilities at Shelter Belt shows that the pH and Aluminium are not within the WHO limits.
- The region 7 treatment facilities at Bartica shows that pH and colour are not within the WHO requirements.
- The region 10 treatment facilities at Amelia’s Ward, McKenzie, Wisroc (Old and New) show that pH levels at those plants are not within the WHO requirements, whereas at Amelia’s Ward indicates high levels of iron content above the WHO standard.

The water produced from these treatment plants as stated in the table above that are not within the WHO standards, are consumable and will not present any danger to human health.



Metering

In 2018, the Guyana Water Incorporated (GWI) had approached the Commission for a rate adjustment as a result of the company operating at a financial loss. The Commission issued Order 2 of 2018 where rates were approved through a phased approach to implementation. Order 2 of 2018 further directed that GWI must incrementally meter its unmetered consumers from 2018 to 2020 and onwards in an effort to aid in the reduction of non-revenue water thereby enabling GWI to place itself in a better financial position.

As part of the national budget of 2021, the government included a 5% reduction in water rates charged by GWI. The company applied to the Commission on April 13, 2021, requesting for the decrease in rates. The Commission after a public hearing issued Order 2 of 2021 with the approval of the rate reduction and also mandated that the company must meter all unmetered consumers in its database by December 31, 2024.

GWI reported that by the end of 2022 it had installed a total of 20,025 meters and this is in line with Order 2 of 2018.

The Commission has noted that there has been a reduction with its unmetered consumers over a three-year period from 2020 to 2022. With such a reduction in unmetered consumers, it is expected that water production levels will reduce as conservative usage by the metered consumers will take effect. Additionally, this will have a positive impact on the financial stability of the company where revenues previously not earned from unmetered consumers will now be collected.

From the table below, it shows that from the year 2021 unmetered consumers reduced by 15.4% at the end of 2022.

GWI Metered and Unmetered Customers

Year	Metered	% Metered	Unmetered	% Unmetered
2020	87,283	49.63%	88,591	50.37%
2021	94,773	53.89%	81,101	46.11%
2022	114,798	65.03%	61,737	34.97%

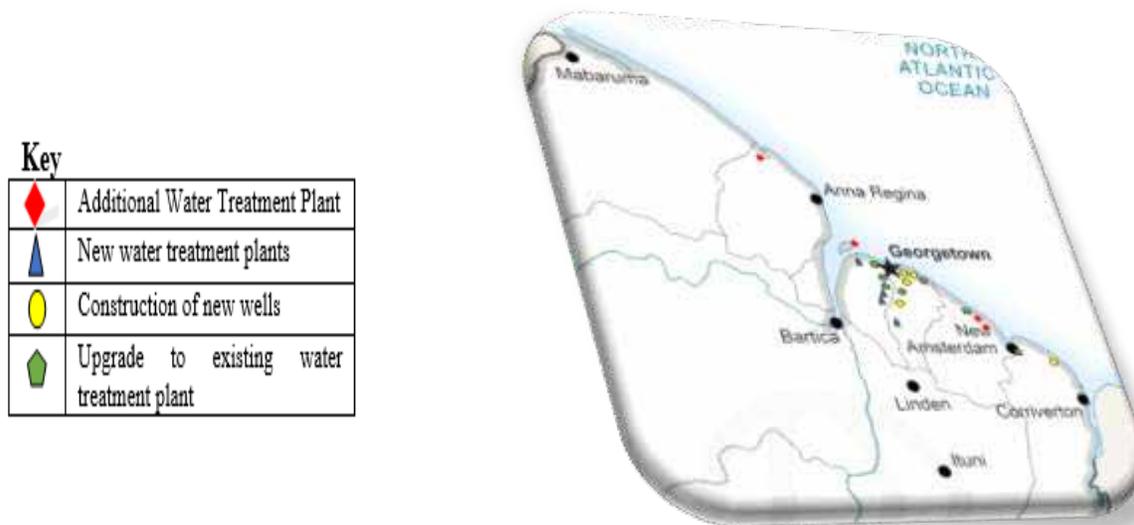
Table showing metered and unmetered GWI customers

Developments in the Water Sector

GWI has advanced to 90% of its water treatment programme for the year of 2022 and the company is now in the execution phase for the following facilities:

- Seven (7) water treatment plants to be constructed at Onderneeming, Parika, Wales, Lust en Rust, Caledonia, Cummings Lodge and Bachelor’s Adventure.
- Pilot project where inline filters at Timehri Airport and Sparendam well station will be installed for the removal of iron content.
- Water treatment plant upgrades at twelve (12) plants namely Vergenoegen, Fellowship, Pouderoyen, Eccles, Covent Garden, Grove, Better Hope, Mon Repos, Friendship, Cotton Tree, New Amsterdam and Port Mourant for iron removal from those plants.
- Construction of four (4) new wells to support the CH&PA Housing Programme at Sophia, Cummings Lodge, Covent Garden and Turkeyen.
- Designs of five (5) additional plants at Charity, Leguan, Wakenaam, Bath and Adventure. These plants are expected to be tendered in the first quarter of 2023.
- Design of trunk main extension in thirty (30) water supply systems to support the improvement of level of service and extension of treated water coverage.

The map below shows the areas where developmental project will be conducted.



Conclusion

The telecommunications sector saw the development and expansion of broadband internet services across sections of the country. Consequently, in the spirit of competition all telecommunications service providers made improvements to their services thereby improving the quality for their subscribers. Green Gibraltar Inc. the newest partner in the sector made its presence known with the launching of their service in the remote village of Rockstone region 10.

As it relates to the electricity sector, GPL continues its drive to improve on their prescribed OSPT targets. However, outdated and aged network infrastructure continues to hinder the achievement of these targets. GPL nonetheless, with the exception of their system losses target has showed notable improvements with their SAIFI and SAIDI targets against prior benchmarks. The voltage regulation monitoring continues to be measured by consumer fault reports instead of a technical measurement which can be obtained from the Advance Metering Infrastructure (AMI).

Finally, as it relates to the water sector, the quarterly water quality report submitted by GWI has shown that 6 of their 28 treatment facilities are not within the WHO standards at the end of the reporting year 2022. The water quality data provided by GWI was tabulated so that trends can be followed. These trends have since identified that the water provided to consumers within specified areas have failed to meet all the required quality standards as set by the WHO. The Commission will continue to monitor the development which the company is making towards the provision of improved water quality.

GWI has shown notable improvement with the installation of water meters which will ultimately aid in the reduction of non-revenue water. In this regard, the Commission therefore expects that revenues earned from the increase in metering of unmetered consumers will be allocated towards the improvement of existing water treatment facilities.

Further, the Commission commends the company on its potable water drive to consumers and the projected development of new treatment plants along with its iron content pilot project which is scheduled to conclude in 2025.

All the service providers under the purview of the Commission have continually sought to make improvements in their services which should translate to improved quality of service. These developmental trends are clear indicators of a growth trajectory within Guyana.

Finance Division



Finance Division

Ms. Yogwattie Sookram – Financial Analyst

Electricity Sector

In Guyana, heavy fuel oil and light fuel oil are the main fuel sources for the generation of electricity by the Guyana and Power Light Inc. (GPL) grid. GPL which has an exclusive licence to supply electricity in Guyana, has embraced the universal approach against the use of fuel oil as its main source of electricity generation. In this regard, the company has sought to implement innovative and evolving technologies in order to incorporate renewable energy sources for its transmission and distribution grid.

In the year 2022, the company successfully moved towards a grid-tie and net-metering arrangement with its self-generating consumers who obtain their electricity supply via renewable sources. This arrangement allows consumers to sell excess electricity generated to the company's grid for distribution. At the time of this publication, the company has approximately 267 consumers connected to the grid through net metering and grid-tie agreements. This grid-tie contract is financially beneficial to both the company and its consumers since it will alleviate a fraction of the fuel costs to the company and in the same vein prove beneficial to the consumers as there will be a marked reduction in their monthly electricity charges.

The Guyana Power and Light Inc. in 2022 continued to upgrade its generating capacity and expansion of its services to the underserved and unserved areas within the country. To that end, as of December 31, 2022 the company had a total of 218,870 consumers connected to its grid, reflecting an increase of 5,318 or 2.5% in the number of consumers when compared to the year ended December 31, 2021 and a generating capacity of approximately 191.46 MWH.

The following is a brief overview of the company's operational activities for the year 2022.

Order 1 of 2022 - Operating Standards and Performance Targets

On March 29, 2022 the Commission held its statutorily required public hearing to review the Guyana Power & Light Inc. 2021 Operating Standards and Performance Targets. This review is in keeping with the October 4, 2010 amendments to the Licence to Supply Electricity for Public Purposes granted to the Guyana Power and Light Inc. which stipulates that the Commission is to publicly report on GPL'S performance no later than March 30th of each calendar year. The rationale for the Operating Standards and Performance Targets are specified standards and targets which are to be achieved by GPL, subjected to "best efforts" and the need to preserve the company's financial integrity.

At the public hearing the company reported a satisfactory performance and indicated that it had achieved six (6) of the eight (8) standards and targets set for the year 2021. An outstanding achievement for the year in review concerned the company's continuous efforts to reduce system losses. System losses create a significant financial burden to the company and for the reporting year 2021, the company surpassed its targets set of 26.50% for the reduction of system losses by 0.03%.

The amendments to the license give the Commission the authority to penalize the company should it fail to attain the operating standards and performance targets. In arriving at its decision, the Commission considered the challenges and the impact which the COVID-19 pandemic has had on the operations of the company during the year and the initiatives employed by the company to deal with these challenges. In addition, the Commission in its deliberations was cognizant of the upgrades to the company infrastructure to facilitate the improvement of these standards. In the circumstances, the Commission did not deem it prudent to penalize the company.

The Commission, however, will continue to monitor GPL's performance to ensure the proper rollout and the implementation of its projected measures which will serve as a direct benefit to consumers consistent with the tenets of the licence granted to GPL.

NO.	OPERATING STANDARDS AND PERFORMANCE TARGETS	UNITS	TARGET 2021	ACTUAL 2021
1	Customer Interruption The company is required to report the index of the average number of interruption frequency (SAIFI), which measures the number of power outages and the index on the average hours of duration of the interruptions (SAIDI), which measures the number of hours each power outage is expected to last.			
	System Average Interruption Frequency Index (SAIFI)	No.	90	103
	System Average Interruption Duration Index (SAIFI)	Hr.	95	92
2	Voltage Regulation GPL is required to report annually on the level of voltage supplied to each consumer in adhering to the standard set for Voltage Regulation. The company, however, has continuously indicated that it is difficult to measure, monitor and report on this standard. As an alternative it elected to report on the length of time to rectify consumers' complaints as it relates to voltage fluctuations.			
	100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer etc within 30 days	%	98%	93%
3	Meter Readings The number of maximum and non-maximum meters read within a given month.			
	Maximum Demand Meters	%	97	90
	Non-Maximum Demand Meters	%	90	89
4	Issuing of Bills The time it takes to issue bills to both its maximum demand and non-maximum demand consumers.			
	Maximum Demand Consumers	Days	7	6
	Non-Maximum Demand Consumers	Days	10	8

NO.	OPERATING STANDARDS AND PERFORMANCE TARGETS	UNITS	TARGET 2021	ACTUAL 2021
5	Accounts Receivable The number of days its debtors take to pay the company during the reporting year.	Days	40	24
6	Accounts Payable The number of days it takes to settle payments with its creditors during the reporting year.	Days	26	24
7	System Losses The level of both technical and non-technical (commercial) losses incurred by the company during the reporting year.	%	26.50	26.47
8	Average Availability The percentage of generating capacity available throughout the reporting year.	%	80	86

Table 1: A snapshot of GPL's reported achievement of each standard and targets for the year 2021.

Order 1 of 2022 may be accessed at <https://www.puc.org.gy/orders.php>. A complete discussion on each operating standards and performance targets can be found on pages 18-21 of this report.

FINAL RETURN CERTIFICATE (FRC)

The Guyana Power and Light Inc. is mandated by Part B of the First Schedule of the Electricity Sector Reform Act 1999 to prepare and submit to the Commission by the 28th of January of each year its Interim Return Certificate (IRC) and its Final Return Certificate (FRC) by the 30th of April each year in accordance with the rate calculation mechanism set out in its licence granted to the company by the Government of Guyana. The company in compliance with section 3 (2) of Part B of the First Schedule of the Electricity Sector Reform Act 1999 submitted to the Commission its IRC which sets out the results of the company's unaudited financial operations for the year 2021. The IRC showed that the company recorded a deficit of \$5.510 billion for the year 2021 signalling that the company in keeping with the requirements of section 5 (4) of Part B of the First Schedule of the Electricity Sector Reform Act 1999, may be required to increase its tariff in the year 2022 to recoup the deficit for the year 2021. However, the company in the year 2022 elected not to impose tariff increases, but to absorb the losses and transfer those losses to its Revenue Foregone Account. It is to be noted that the power company has not had a tariff increase in over eight (8) years and with the volatile nature of oil prices in recent years it remains to be seen if the company may have to sustain its generating costs to the detriment of its infrastructural development.

The company on April 29, 2022, submitted its Final Return Certificate, which shows the company's audited financial position for the year 2021, together with its certificate of compliance from the Independent Accountants. The company's IRC submission in January 2023 revealed that the company had a deficit of \$14.058 billion for the year 2022, which indicates that the company may be inclined to increase its tariff during the year 2023 to recover this deficit.



Water Sector

The Guyana Water Inc. (GWI) is responsible for providing potable water to the households in Guyana which includes the areas outside the coastland of Guyana. The company's sources of revenue are derived from water and sewerage services provided to consumers. For the year 2022, GWI produced approximately 162 million cubic meters of water for resale to its consumers which as of December 31, 2022 stood at 179,164 consumers reflecting an increase of 5001 or 2.8% increases in the number of consumers when compared to the year ended December 31, 2021.

The Commission has recognized the company's robust metering of un-metered consumers, with the installation of a total of 20,025 in the year 2022 resulted in approximately 65% unmetered consumers metered. The metering of unmetered consumers is commendable since it is expected to result in the reduction of its non-revenue water as metered consumers who are billed for their actual water consumption tend to refrain from wastage of water. In addition, a reduction of non-revenue water will ultimately lead to a decrease in production costs to the company and an increase in its revenue.

The company continued its expansion of its services to unserved and underserved areas, which is a prerequisite towards achieving universal access to potable water in keeping with Goal 6 of the United Nation Sustainable and Development Goals, which is Ensure Access to Water and Sanitation for All. A significant achievement for the company was the commissioned well at Chesney, No. 1 Village Berbice, in December 2022 which will serve approximately 12,000 residents thereby alleviating the need for consumers to purchase water. Additionally, in 2022 the company signed contracts to commence the upgrade of its water treatments plants and to acquire additional water treatment plants ensuring that by the year 2025 all of its consumers are provided with treated water and that the company's water supply is potable and safe for use.

The Commission continued its review of critical components of the company's operations which included inter alia the Commission's issuance of Order 2 of 2022.

Order 2 Of 2022

On September 21, 2022, as a result of complaints received from the Guyana Consumers Association and

consumers of the water company, the Commission entered into a public hearing to review the reconnection fees charged by the Guyana Water Inc. created as a consequence of the non-payment of their water charges. The basis of both complaints was that the reconnection fees as set by the Commission in Order 2 of 2018 were too high and unreasonable.

The Commission in its consideration of the complaints, reviewed the financial information provided by the GWI as it relates to the expenditure incurred to the company from the disconnection and reconnection of a consumer. The review revealed that the costs borne by the company exceeded that of the reconnection fees as approved by the Commission in its Order 2 of 2018. In the circumstances, the Commission determined that the fee set for residential reconnection of \$7,500 remained. However, the Commission in an attempt to reduce the financial burden on consumers mandated that with effect from January 1, 2023, the company is required to:

1. Increase its credit limit from \$10,000 to \$12,500 to allow consumers an extended grace period for payments.
2. Extend the 4-hour disconnection notice given to consumers to 24 hours in order to facilitate payments by consumers.
3. Include in consumers' payment contracts, which are entered into with the company for outstanding arrears by consumers, the reconnection fees of \$7,500 for residential consumers and \$16,000 for commercial consumers.
4. Review the costs associated with the disconnection and reconnection of consumers with a view to implementing cost effective disconnection methods to decrease any deficit to the company as a result of disconnections and reconnections of consumers.

Additionally, the Commission mandated that with effect from November 1, 2022, the company is required to submit to the Commission on or before the 15th day of every month:

1. A list of the disconnected consumers and their outstanding balances at the time of disconnection.
2. The methods of disconnection employed by the company for each consumer.
3. The total costs incurred by the company as it relates to each method of disconnection.
4. The total number of consumers reconnected, and the costs associated with same.

Order 2 of 2022 can be accessed at <https://www.puc.org.gy/orders.php>.

The Commission is optimistic that the timely submission of the requisite information will facilitate the proper monitoring of GWI's procedures employed in the disconnection and reconnection of its consumers. Further, the information will also allow the Commission to examine the costs incurred by the company for the disconnection and reconnection of consumers and lastly to ascertain the most cost-effective disconnection and reconnection policies and methods.

Telecommunication Sector

In the year 2022, the expansion within the telecommunications sector continued and this was bolstered with the entrance of Green Gibraltar Inc. to the market. Green Gibraltar Inc. was granted a licence on January 1, 2022, for the installation and operation of mobile public telecommunications networks and the provision of public telecommunications services. The company in the later part of 2022, conducted a demonstration on a prototype in Rockstone, Region 10 for the provision of fixed wireless access (FWA) internet connectivity within the area, testing of which was expected to last for three months.

Throughout the year 2022, the incumbent telecommunications operators continued to enhance their service offerings with emphasis on fixed and mobile internet services. U-Mobile (Cellular) Inc. trading as Digicel in the later part of 2022 launched its fixed fibre internet service. To add to the evolution of the sector, E-Networks Inc. (ENet) signaled its intention to launch their fifth generation (5G) mobile services which will allow the company to offer Voice over LTE network (VoLTE) and launched its fibre services in Bartica, Region 7.

The continuous innovative developments within the sector since liberalisation in October 2020 will eventually

encourage new entrants and investors and create a more competitive environment with greater choice in services, better quality of services and lower prices for consumers.

The Commission being cognizant of the importance in the elimination of barriers to a fair and competitive environment and in keeping with the intent of a liberalized sector recognizes that one such barrier lies in the level of termination rates in place. The current termination rate of \$12 and mobile termination rates of \$14 has been in place since January 2011 and was set in a monopoly environment which is now inconsistent with the spirit and intent of a competitive sector. To this end, the Commission in 2022 commenced its review of these rates in accordance with the Telecommunications (Interconnection and Access Regulations 2020).

Review of Interconnection and Access Termination Rates

In early 2022, the Commission embarked upon the review of possible methodologies such as benchmarking and network cost modelling which may be employed in the determination of fixed and mobile termination rates within the telecommunications sector, in accordance with regulation 18 (2) of the Telecommunications (Interconnection and Access) Regulations 2020.

The Commission recognised that the development of a network cost modelling may be a lengthy process and is cognizant that low termination rates within the sector will foster competition within the Guyana's telecommunications sector. It is against this backdrop that the Commission conducted a study in June 2022 and after careful deliberations determined it would be prudent to use the benchmark methodology to determine such termination rates as an interim measure. In July 2022, the Commission presented its study with the recommended fixed and mobile termination rates to both the Guyana Telephone and Telegraph Co. Ltd and U-Mobile (Cellular) Inc. for their review.

The benchmark review was premised on countries within the Caribbean region similar to Guyana's geographic location and market structure and taking into consideration that Guyana is a member state of the Caribbean Community. In the development of the benchmark study, consideration was given to the following:

1. the interconnection charges payment models employed;
2. the availability of non-confidentiality of termination rates; and
3. the basis for the development of termination rates in the countries selected for the study.

On December 23, 2022, the Commission issued a directive to the operators Digicel and GTT that effective from February 17, 2023, as an interim measure, the rates will be set as the fixed-termination rates of \$8.71 and the mobile termination rate of \$11.42, for the period of one calendar year ending on February 16, 2024.

The completed benchmark study, Proposal for Termination Rates in the Co-operative Republic of Guyana Using a Benchmarking Methodology as Commissioned by the Public Utilities Commission and the Directive for Fixed and Mobile Termination Rates can be found on the Commission's website at <https://www.puc.org.gy/ConsDocs.php>.

The reduction in termination charges is possibly expected to produce two outcomes. Firstly, it will reduce the barrier to entry for new entrants into the telecommunications sector as a lower termination rate reduces the cost burden to an operator with a smaller subscriber base. Secondly, it is expected to reduce the retail rates charged to consumers due to the reduction in the termination rates.



Overview of The Telecommunications Sector For 2022

Mobile and Fixed Voice Subscribers.

Mobile services, voice and internet, continued to be offered by the two dominant mobile operators in Guyana; The Guyana Telephone & Telegraph Limited (GTT) and U-Mobile (Cellular) Inc. (Digicel). Both ENet & Green Gibraltar Inc. who are licensed to provide commercial and residential mobile services, had not commenced offering mobile in the year 2022.

The mobile sector continued to grow year on year and the year 2022 was no different. At the end of the year 2022, the total mobile subscribers stood at 745,689, reflecting a 6.71% increase in subscribers when compared to the year 2021. Guyana being an emerging economy with its increased oil and gas wealth has experienced an influx of foreign workers and it could be posited that this foreign migration may be one of the contributory factors to the increase in mobile subscribers.

On the other hand, subscribers to the fixed wireline service continued to decline and at the end of 2022, the total number of subscribers amounted to 97,170 reflecting a decrease of 12% when compared to the year 2021. GTT as part of their fibre to the home (FTTH) network, since August 2018 offers voice services to consumers who are desirous of utilizing such service. It is important to note that subscribers to the fixed wireline services may have migrated to the FTTH network thereby resulting in the decrease in the number of subscribers.

Suffice to say, with the evolution of mobile technology, coupled with the way in which business is now conducted and the availability of mobile services through out Guyana, more consumers may be inclined to subscribe to the mobile networks as opposed to the fixed line services.

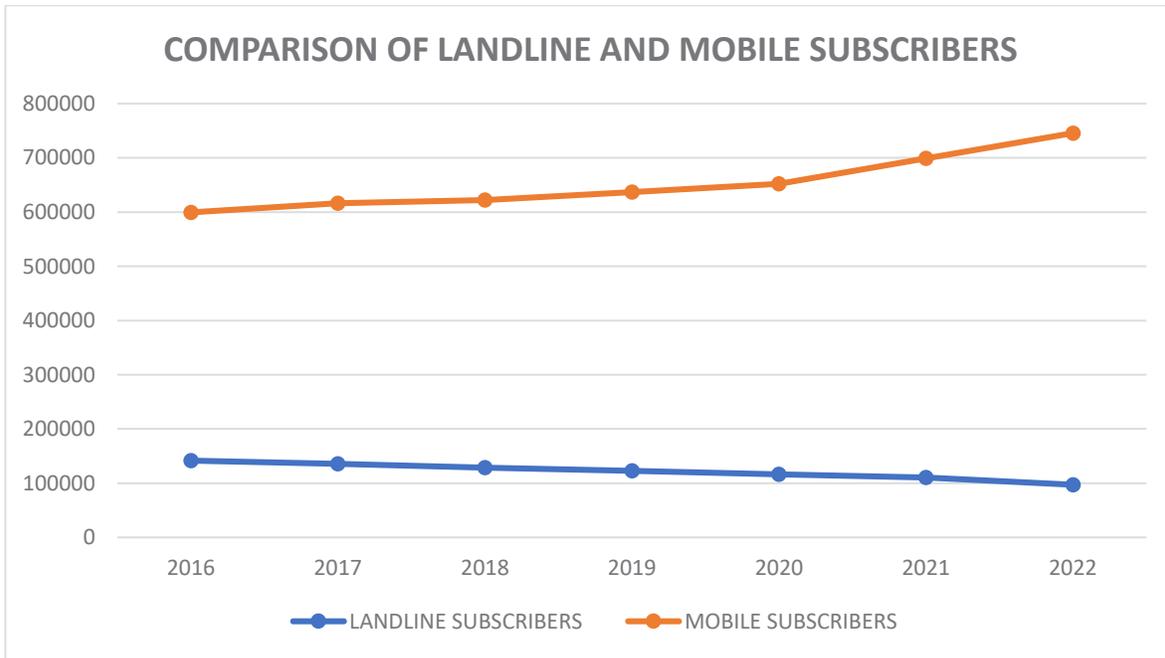


Figure 1: Movements in mobile and fixed wireline subscribers for a seven-year period

Mobile and Fixed Voice Traffic

Local voice usage, which is the minutes of use, has steadily declined over the years and this trend continued in the year 2022 for both the mobile and wireline networks.

Mobile voice usage on calls within Guyana, while showing an upward trend in the year 2021, declined by 5% in the year 2022 and local minutes of use on the fixed wireline service saw a further decline of 23% when compared to the year 2021. The Commission in its analysis of the movements in minutes of use in the fixed wireline services, has included the minutes of use on both the traditional (copper line) wireline and the fibre to the home (FTTH) services.

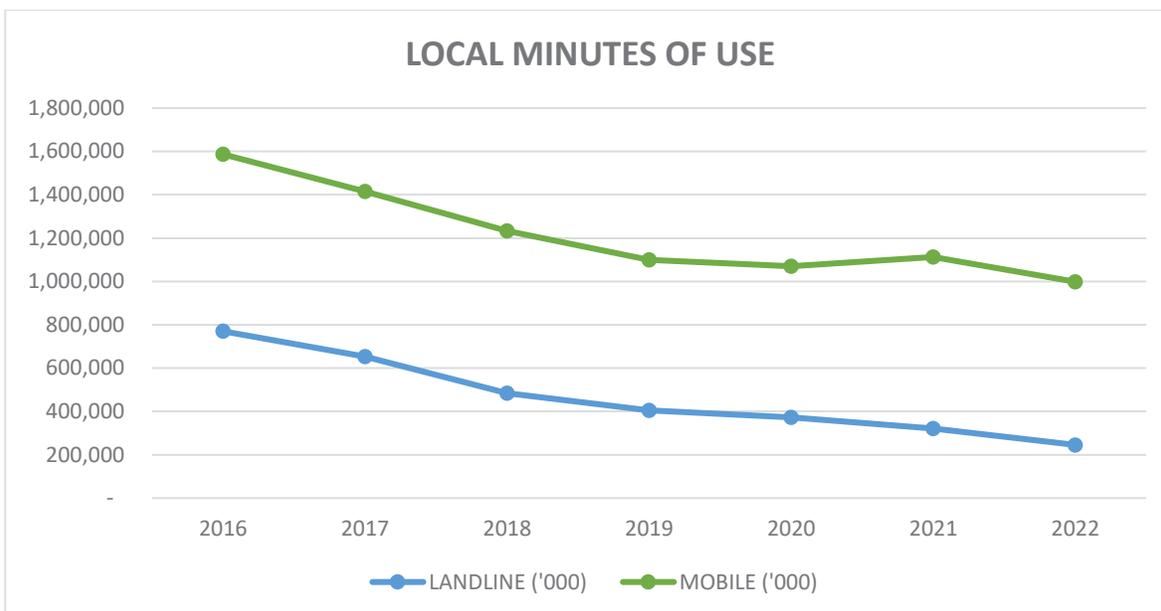


Figure 2: Movements of local minutes for both the mobile and wireline network for the past seven years.

The Commission is of the view that the decrease in the voice traffic for local mobile and wireline calls may be attributed to the growth in the use of over-the-top technologies. The data usage on the mobile networks continued to increase, with a combined total of approximately 13 billion megabytes sold in the year 2022, reflecting an increase of 32% when compared to the year 2021. The increased sale of mobile data clearly reflects the consumer’s choice of over-the-top technologies via WhatsApp and Facetime messenger services for voice services as opposed to the traditional voice on the mobile network and this may have contributed to the decrease in mobile and fixed wireline voice traffic.

Further, an examination of the minutes of use on the international gateway showed that despite the decline in the minutes of use over the years, there has been an upward movement from the year 2021 to 74% in the outbound minutes for the year 2022. Additionally, inbound minutes of use increased by 16% when compared to the year 2021. It is the view of the Commission that this increase in international minutes of use may be attributable to the increase in international companies and foreign workers in the country.

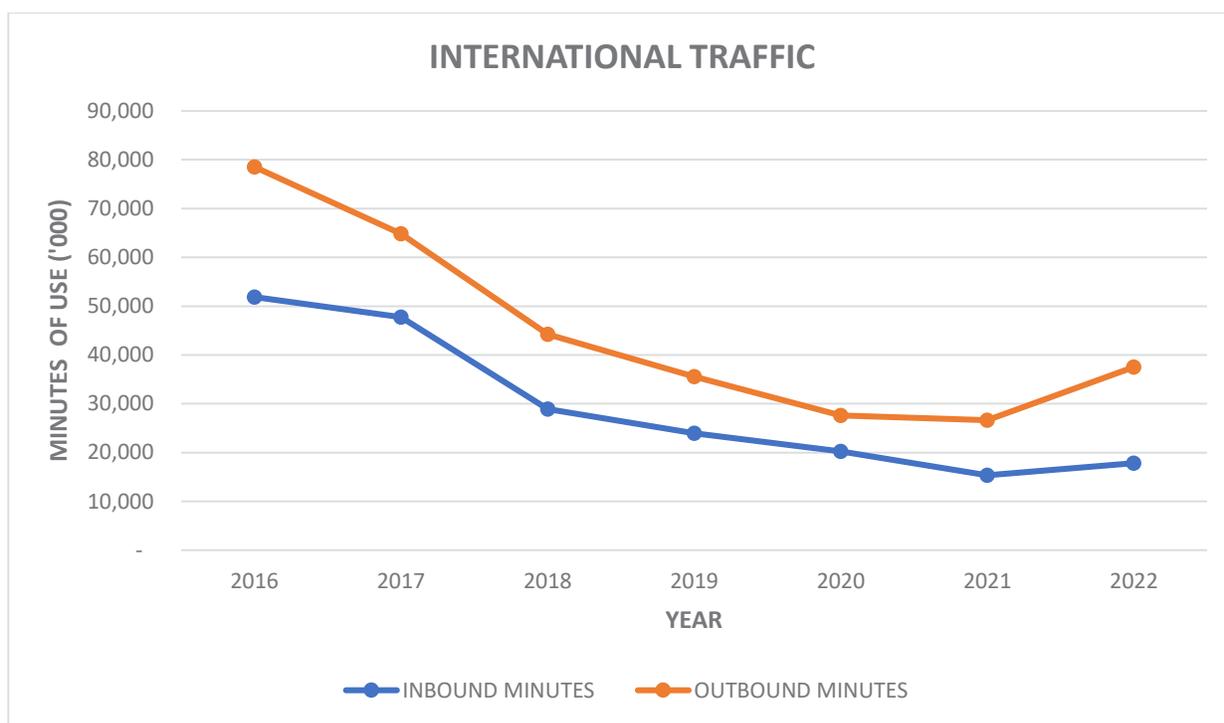


Figure 3: Movements of voice traffic on the international gateway for the past seven years.

Internet Services

The capturing of the market within the internet sector continues to be a priority to the telecommunications service providers and in the year 2022, both GTT and ENet have continued their expansion of their fibre network services to underserved and unserved areas. Added to the competition within the market is Digicel, who in the later part of 2022 commenced offering fixed internet services. These companies have during the year developed innovative internet packages with the intention of retaining their consumer base and their quest to securing new subscribers.

Digital Subscriber Line (DSL)

The Digital Subscriber Line is an internet access which is facilitated by the wireline infrastructure, and it was the first type of technology to offer high speed internet access and wireless internet access in Guyana. GTT continues to be the only service provider of this type of internet service and at the end of 2022, had a total of 38,480 subscribers, reflecting a decrease of 20.60% when compared to 2021. This decrease is most likely as a result of subscribers switching to the fibre to the home services.

Fibre to the Home (FTTH)

The sector in 2022 had seen operators competing with different internet package offerings, such as increased download and upload speeds, and with Digicel entering the fixed internet service market, the Commission is optimistic that subscribers to the fibre to the home internet services will be rewarded with better quality of service and higher download speed.

At the end of the year 2022, the combined subscribers for the three (3) operators amounted to 85,376 subscribers, reflecting an increase of 63.74% when compared to the year 2021. The Commission is of the view that the increase is premised on the three (3) competitors moving into underserved and unserved areas and that consumers are migrating from the DSL internet services in an effort to enjoy internet of a high quality of service with the option to select a service provider that best suits their internet needs.

Mobile Data

The use of over-the-top technologies is slowly replacing the traditional use of both voice and short messaging services on the mobile devices, and this can be seen from the yearly increase in the sales of mobile data which is required to facilitate the use of internet on mobile devices on both GTT and Digicel’s networks. In the year 2022 the cumulative total of data sales on both networks shows an increase of 29.44% when compared to the year 2021.

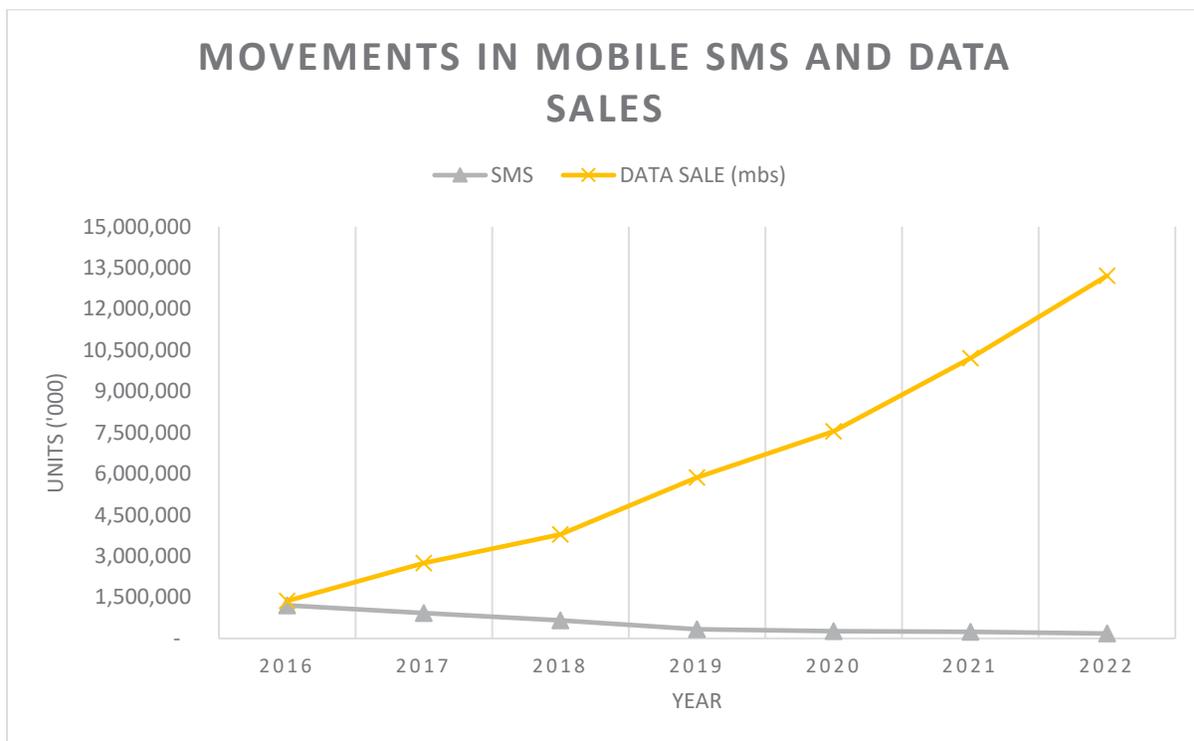


Figure 4: Movements in the sale of mobile data and impact that internet usage has on short messaging services for the past seven years.

Conclusion

Guyana is at a critical turning point in its economic development. Therefore, if Guyana is to become a major player in the global economy and promote Green Energy in the form of smart homes and electrical grids access to evolutionary telecommunications services of a high quality with affordable prices is a vital component of that equation. To this end, the Commission commends the strides made to date by the telecommunications operators towards ensuring universal access to telecommunications services and the continuous upgrades of their infrastructure to meet the demand of a growing economy which will foster the rollout of new technologies.

The Commission remains optimistic that in the near future all consumers in Guyana will have access and enjoy seamless telecommunication services through versatile infrastructure which is bolstered by new technologies and powered by efficient, safe and renewable energy sources.

The Commission embraces the importance of access to reliable utilities services for the sustainable economic and infrastructural development of a country. Utilities are targeted as the major contributors to greenhouse gas emissions in a country which is a direct consequence of the high consumption of electricity and the generation of electricity for transmission and distribution to consumers within the country. However, as the international clarion call for countries and corporations to work together towards a zero-emission by the year 2050, it is of the utmost importance that these services are provided in an economy which matches Guyana's vision is to provide services in a sustainable manner with emphasis on the reduction of the country's carbon footprint.

It is worthy of note that the initiative by the Government of Guyana and the Guyana Power and Light to use natural gas for electricity generation will not only result in the reduction of greenhouse gas emissions but will provide cheaper energy for both the residential and commercial consumers of the power company.

As the country moves towards safer and renewable energy it will no doubt prove beneficial to the Guyana Water Inc. since its reliance on electricity for its production and distribution of potable water to its consumers will see the water company evolve into a carbon friendly environment whilst simultaneously alleviating the burden of a percentage of its production and operational cost which may translate to financial buoyancy for GWI.



Complaints Division

Complaints Division

Ms. Destra Bourne – Complaints’ Manager

The Complaints Division is the central division of the PUC and functions as the public face of the Commission. Its personnel are required to interface with the regulated service providers and consumers in order to investigate, advocate and resolve complaints of the aggrieved consumers of Guyana Power & Light Inc. (GPL), Guyana Water Inc. (GWI), Guyana Telephone and Telegraph Company Inc. (GTT), E-Networks Inc. (ENet) and U-Mobile Cellular (Digicel Guyana).

There are three main steps towards successful complaints resolution: enquire, assessment and complaint resolution. As an off-shoot to the ongoing complaints process, the Division monitors the quality of service standards of the service providers which allows the Commission to identify gaps in the service provisions and make recommendations for reform. The process provides constant key performance indicators exercise which proves valuable to our operations.

The development of content and its dissemination on social media also fall within the purview of the Complaints Division.

Overview of Complaints Received

In the year 2022, notwithstanding a 30% decline from the total of 529 complaints received in the year 2021, there was however, a 13% increase in the number of complaints received from GPL and a 12% increase in the number of complaints received from GWI.

The complaints received against GTT declined by 54%. It could be posited that perhaps active collaboration between the Commission and GTT bolstered by the company’s commitment to shorten the resolution timeframes resulted in this significant decline. The complaints received from Region 6 (East Berbice – Corentyne) were reduced by 65% that is from 193 to 68 complaints and Region 4 (Demerara-Mahaica) saw a reduction by 38% from 100 to 62 complaints for the reporting year.

The complaints received against Digicel declined by 40% from 5 in 2021 to 3 in 2022. Consumer satisfaction may have led to this decline.

For the year 2022 there was only one complaint for application for service and one complaint for a technical issue filed against ENet.

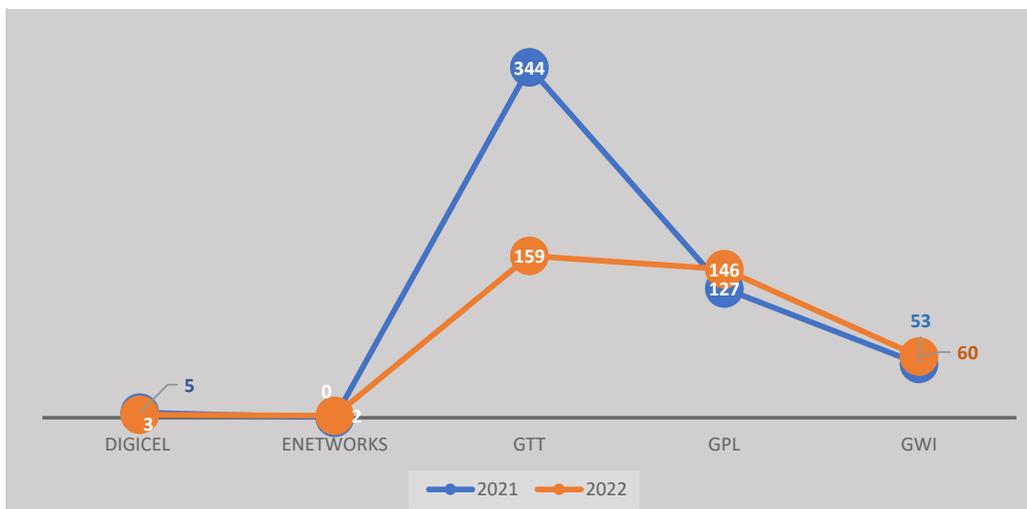


Chart 1: Complaints received in 2021 and 2022.

It would appear that in the year under review, the filing of complaints via the telephone was the preferred method as 49% of the 370 complaints received were via this medium; whilst 28% of complainants visited the Commission’s offices, 14% filed their complaints via pucommission@gmail.com and the remaining 9% reached out to the Commission via postal mail, WhatsApp at (592)623-3222 and the Commission’s website at www.puc.org.gy. A review of the complaints received by the Commission indicated that 36% of the complaints

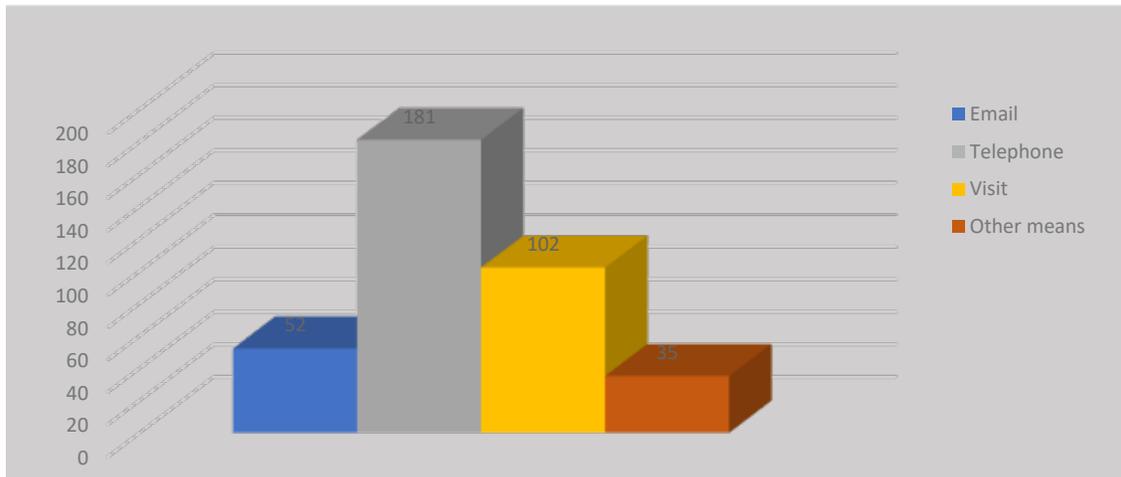


Chart 2: The method by which complaints were filed.

were related to technical issues; 20% related to billing issues; 18% to allegations of tampering and 15% to issues regarding the application for service. The remaining 12% represented claims of wrongful disconnection, reconnection of service issues, issues relating to the transfer of service, tariff issues and matters regarding the claim for compensation for damages.

Complaints by Regions

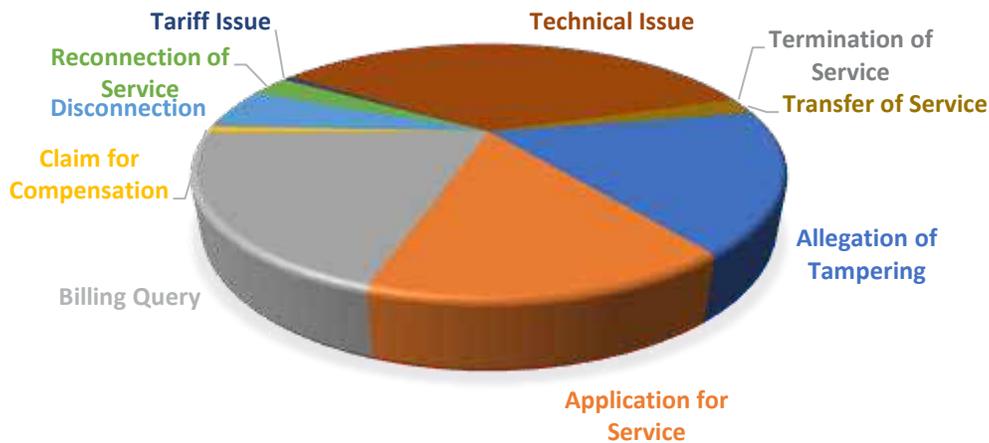


Chart 3: The types of complaints filed with the Commission

During the year under review, 43% of all complaints were received from consumers residing in region 4 (Demerara – Mahaica), 33% from consumers in region 6 (East Berbice- Corentyne), 14% from consumers in region 3 (Essequibo Islands – West Demerara) and the remaining 10% from consumers in regions 1, 2, 5 and 10 (Barima Waini, Pomeroun – Supenaam, Mahaica – Berbice, and Upper Demerara – Berbice) respectively.

Despite increased public relations efforts and the commissioning of our Linden and Essequibo offices in 2019 and 2020 respectively, the trend from 2021 continued as the majority of complaints were received from the regions closer to the Georgetown and Berbice offices. The number of complaints from the areas outside of the

Georgetown and Berbice offices remained less than 25% of all complaints received. It may be posited that consumers' concerns are being addressed more effectively by the service providers' representatives in these areas or alternatively, consumers are receiving a better quality of service which therefore does not warrant PUC's intervention. The Commission continues to monitor this phenomenon in order to determine the manner in which the public relations thrust needs to be heightened.

Issue	Reg. 1	Reg. 2	Reg. 3	Reg. 4	Reg. 5	Reg. 6	Reg. 10	Total
Allegation of Tampering		1	12	30	3	19		65
Application for New Service			7	23	4	20	2	56
Billing Issue		3	11	46		8	6	74
Claim for Compensation				3				3
Claim of Wrongful Disconnection			2	10		8		20
Reconnection of Service				1	1	8		10
Tariff Issue			2					2
Technical Issue	1	7	15	45	5	56	4	133
Transfer of Service			1	2		4		7
Total	1	11	50	160	13	123	12	370

Table 1: Types of complaints received by regions.

Complaints Received per Sector

Telecommunications Sector

The amount of complaints received from consumers of GTT has reduced by 54% from 344 in 2021 to 159 complaints in the reporting year. The Commission has once again noticed and commends the efforts made by GTT to resolve consumer complaints in a timely manner. An examination of the complaints received against the company shows that GTT consumers were largely aggrieved with technical issues as this comprised the bulk of the complaints at 48%. This was followed by concerns regarding the amount billed to consumers' accounts as 21% raised concerns regarding the billing of their accounts. 19% of the complainants filed their complaints against GTT with respect to the timeframe for the installation of the service. The remaining 12% filed their complaints regarding the extended time for the transfer of service, reconnection of service and disconnection of service.

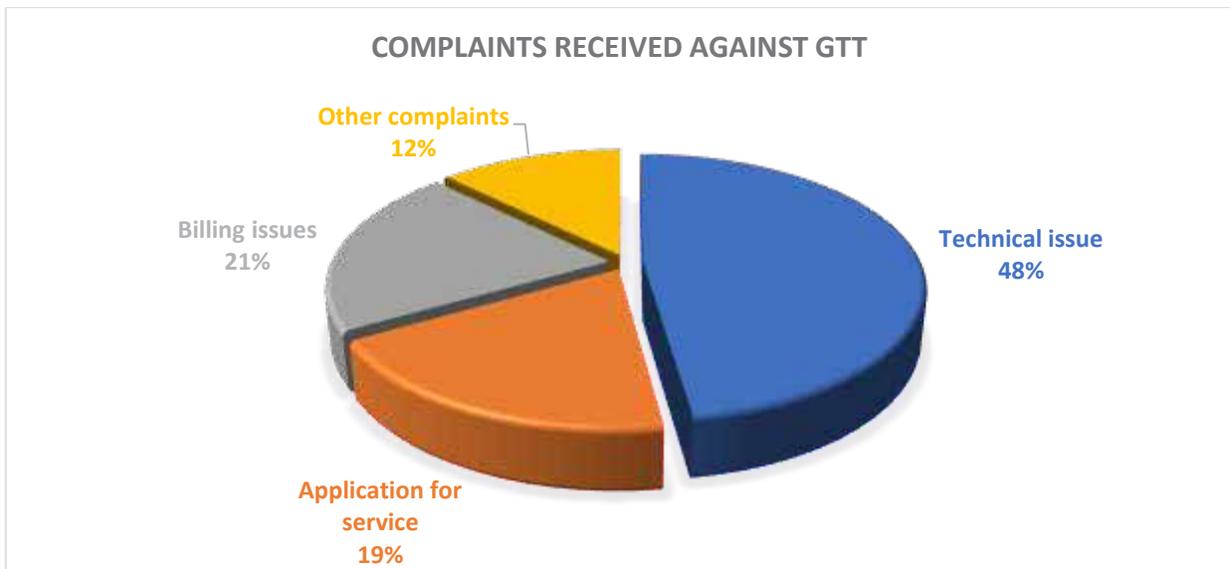


Chart 4: The complaints filed against GTT

It is to be noted that the majority of complaints filed against GTT were for issues relating to the landline and Digital Subscriber Line (DSL) services. 42% of the 159 consumers filed their complaints against GTT for issues with respect to both the landline and DSL services, whilst 40% filed their complaints regarding the landline service, 8% regarding the DSL services, 6% regarding the Fibre services and 4% regarding the mobile services.

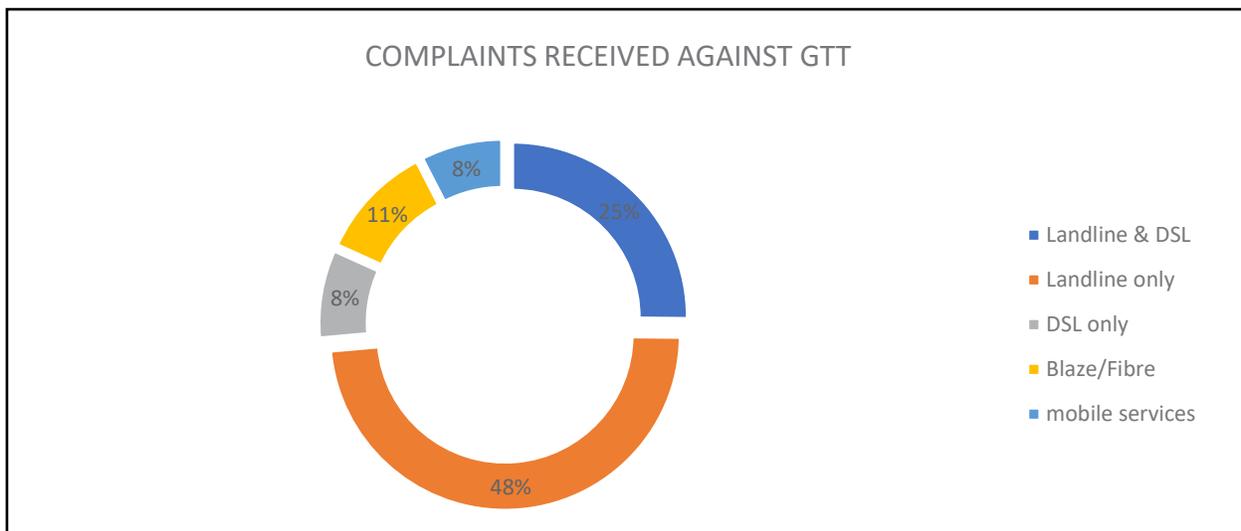


Chart 5: Complaints filed against GTT by service type

As part of the Commission’s collaborative efforts with the service providers, monthly meetings which were held with GTT’s personnel proved beneficial which ultimately led to the successful resolution of consumer issues within a seven-day time span.

As of December 31, 2022, 3% of the complaints filed against GTT were withdrawn; 23% were expedited to resolution after discussions with the company’s representatives as clarification sought via the telephone eliminated the time required to deploy the usual procedural requirements and 65% were resolved via formal means. The remaining 9% were pending resolution.

Digicel appears to either be efficient in resolving its consumers’ complaints or providing a service at a standard

which is acceptable to its users as only three (3) complaints were filed against Digicel. One matter was resolved, and the remaining two matters which were filed in the last quarter of 2022 are pending resolution.

ENet has expanded its reach to offer its Fibre services to consumers throughout Guyana. It appears that consumers are satisfied with the services received as during the year under review the Commission received and resolved merely 2 complaints.

Electricity Sector

The number of complaints received against the Guyana Power & Light Inc. (GPL), has increased by 15% from 127 matters filed in 2021 to 146 in 2022. A review of the complaints received in 2022 indicated that the complaints received against this service provider regarding claims of incorrect billing of the account declined by 52% from 48 in 2021 to 23 in 2022. The Commission has seen a reduction in its estimated billing complaints for GPL which may indicate that there are timely readings of meters. Issues with respect to the applications for service have increased by 56% from 8 matters in 2021 to 18 matters in 2022 and tampering with the service issues have increased by 57% from 28 in 2021 to 65 in 2022.

45% of the complaints received against GPL indicated that consumers were largely concerned with the billings to their accounts based on the claims of electricity theft. This was followed by technical issues with the service at 21%. Billing issues stemming from the estimated billings of consumers accounts amounted to 16%. Issues with respect to the applications for service have increased by 125% from 8 matters to 18 matters in 2022 and tampering with the service issues have increased by 132% from 28 in 2021 to 65 in 2022.

Meetings between PUC and GPL were instrumental in the resolution of approximately 60 matters filed with the Commission. 75% of these matters were resolved within one month, the remaining 25% were resolved within extended timeframes beyond three months. The ongoing collaborative efforts to improve this level of resolution will remain a vital tool in the Commission's arsenal as it seeks to fulfil its mandate to ensure that regulated utilities offer an efficient and effective service to consumers.

As of December 31, 2022, 36% of the complaints received against GPL were pending resolution.

Water Sector

Technical and billing issues were the main concerns raised by complainants in 2022 as occurred in preceding years. Technical and billing issues represented 40% and 28% respectively of the 60 complaints filed against GWI. The Commission successfully resolved 92% of the complaints filed against this service provider. It is to be noted that 48% of the complaints received were expedited to resolution merely by telephone collaboration.

Credits Awarded

Credits are amounts paid to a consumer's account for the reversal of an amount billed to the account or amounts applied to the account by the service providers for the breach of standards. During the year in review, a total amount of \$21,773,217.00 which represented credit adjustments and compensation based on incorrect billing of accounts; penalty for breach of standards; refunds for services not provided; and compensation for damage to equipment and appliances were awarded to consumers who had filed complaints with the Commission.

During the period January 1 – December 31, 2022 credit adjustments and compensation were also awarded to the accounts of those consumers whose matters were filed prior to the year under review and resolved in 2022. This resulted in a quantum of \$39,730,854.00 being awarded to consumers during the year under review.

Service Provider	Georgetown Office	Berbice Office	Linden Office	Essequibo Office	Total
DIGICEL	\$ -	\$ -	\$ -	\$ -	\$ -
ENet	\$ -	\$ -	\$ -	\$13,161.00	\$13,161.00
GPL	\$11,874,278.00	\$9,234,499.00	\$ -	\$ -	\$21,108,777.00
GTT	\$215,175.00	\$109,318.00	\$ -	\$ -	\$324,492.00
GWl	\$94,310.00	\$197,988.00	\$37,860.00	\$ -	\$330,158.00
TOTAL	\$12,183,762.00	9,541,805.00	\$37,860.00	\$13,161.00	\$21,776,588.00

Table 2: Credits, rebates and compensation to consumers who filed their complaints during the year January 1 – December 31, 2022.

Public Relations

During the reporting year, the Commission continued its efforts to sensitize consumers by:

1. The dissemination of television advertisements from March to May 2022 which reached consumers in regions 2,3,4,5,6 and 10 (Pomeroon - Supenaam, Essequibo Islands - West Demerara, Demerara - Mahaica, Mahaica – Berbice, East Berbice – Corentyne and Upper Demerara – Upper Berbice).
 - Radio interviews on 104.3 FM which reached regions 4 and 10.
 - Poster distribution and outreach events were conducted in ten (10) communities.
 - Information sharing sessions to boost collaborations with organizations were held with:
 - The Essequibo Regional Democratic Council,
 - The Essequibo Chamber of Commerce,
 - The Anna Regina Town Council
 - Five Neighbourhood Democratic Councils in Essequibo.
 - Good Hope/Ponoma
 - Annandale/Riverstown
 - Aberdeen/Zorg-en-Vygt
 - Charity/Urasara and
 - Evergreen/Paradise Neighbourhood Democratic Councils,
 - The Linden Chamber of Commerce and;
 - The Mayor and Town Council of Linden.

In December 2022 the Commission had joined the Ministry of Parliamentary Affairs in its Human Rights Exhibition which was held at the Arthur Chung Convention Centre, all in an effort to garner information on the needs of the various Stakeholders and to share information on the work of the Commission. At that event, curious consumers were informed of their rights and responsibilities, and notified of notices from the service providers and the Commission’s upcoming events which can be accessed through the Commission’s website and social media platform.

Consumer Protection

The Telecommunications (Consumers Protection) Regulations 2020 set out the objectives pertaining to the protection of users of telecommunications services and networks in Guyana; provide for the confidentiality of information; the establishment of the minimum quality of service standards for service providers, the principles governing the resolution of consumers complaints and the obligations of service providers to consumers.

In accordance with regulation 14 of the Telecommunications (Consumer Protection) Regulations 2020, each telecommunications service provider is required to supply to the Commission its quarterly and yearly quality of service achievement reports and performance logs. The quality of service reports is expected to inform the Commission on the achievement by service providers on the standards for the parameters as set out in Schedule 1 and 2 of the Telecommunications (Consumer Protection) Regulations 2020 whilst the performance logs verify the information provided by the Service Providers.

Below is a synopsis of the reports which were submitted to the Commission.



Report on GTT

GTT reported that the supply time for the initial connection of its residential narrowband (voice) access services and broadband internet services for residential customers in rural and urban areas were unattainable. The company reported on its inability to mobilize crews and vehicles to process installations within the specified period of five (5) days for urban and fourteen (14) days for rural areas. Additionally, GTT personnel would contact the applicant who may not always be readily available to provide access for installation. As such a mutually convenient date for installation may be set outside of the timeframe.

GTT reported that it takes approximately twenty-six (26) and thirty (30) days as opposed to the prescribed five (5) and fourteen (14) days from the time of application for the installation of residential narrowband (voice) access services in urban and rural areas respectively as this would require the mobilization of crew and vehicles to facilitate the installations. Further, GTT requested five (5) and fourteen (14) working days for installation once facilities are in place in the urban and rural areas respectively. For the installation of the residential broadband services, GTT requested seven (7) and twenty (20) working days for urban and rural areas respectively.

The company further reported that the standards for both the clearance of unreported and reported faults for the residential narrowband (voice) access services and the resolution of technical complaints for the broadband internet services for residential customers were not reached as the timeframes were unattainable. The company reported that the execution of technical complaints is processed amongst multiple departments and this requires the mobilization of crew and vehicle roll for the residential narrowband (voice) access services.

Below are the statutorily established standards which are measured in percentages and days and GTT's suggested standard.

Residential narrowband (voice) access

Quality of Service Parameter	Standard	GTT suggested Standards/parameters
Supply time for initial connection (urban)	5 days	5 working days (once facilities are in place)
Supply time for initial connection (rural)	14 days	14 working days (once facilities are in place)
% of unreported faults cleared within 2 hours	80	% of unreported faults cleared within 36 hours
% of unreported faults cleared within 6 hours	90	% of unreported faults cleared within 72 hours
% of unreported faults cleared within 12 hours	98	% of unreported faults cleared within 120 hours
% of unreported faults cleared within 24 hours	100	% of unreported faults cleared within 168 hours
% of reported faults cleared within 2 hours	75	% of reported faults cleared within 36 hours
% of reported faults cleared within 6 hours	85	% of reported faults cleared within 72 hours
% of reported faults cleared within 12 hours	98	% of reported faults cleared within 120 hours
% of reported faults cleared within 24 hours	100	% of reported faults cleared within 168 hours

Table 3: Residential narrowband (voice) access, standards suggested by GTT

Broadband Internet services for residential customers

Quality of Service Parameter	Standard	GTT Suggested Parameters
% of technical complaints resolved within 12 hours	85	% of technical complaints cleared within 72 hours
% of technical complaints resolved within 24 hours	95	% of technical complaints cleared within 120 hours
% of technical complaints resolved within 36 hours	99	% of technical complaints cleared within 168 hours

Table 4: Broadband internet services for residential customers, standards suggested by GTT

The standards for the resolution of billing complaints were not achieved. The company indicated that all the other standards for the services provided under Fixed Public Telecommunications services as indicated by Schedule 1 of the Telecommunications (Consumer Protection) Regulations 2020 were achieved.

The company submitted all its required performance logs for the year 2022. Amongst the information submitted were faults reported and the resolution timeframe, unreported faults and the resolution timeframes, the number of calls from landline to national and international and the amount set up within 5 and 8 seconds. Technical complaints for the broadband services and the resolution timeframes, number of billing complaints and the resolution timeframes and number of calls connected and dropped. A review of the logs verified the information submitted in the company's reports for 2022.

For the Mobile Public Telecommunications services, GTT reported that all standards except the resolution of billing complaints within two (2) weeks were achieved.

The reasons for GTT's non-attainment of the resolution of billing complaints standards within two (2) weeks were not provided to the Commission. It is worthy to note that Regulation 14 (2) of the Telecommunication (Consumer Protection) Regulations 2020 provides for service providers to state in their reports the reasons for the failure to attain or maintain the quality of service standard and the time within which the standard is expected to be attained.

Report on Digicel

Digicel reported that the standards for Mobile Public Telecommunications services as identified in Schedule 2 of the Telecommunications (Consumer Protection) Regulations 2020 with the exception of the percentage of the call set up within five (5) seconds were attained. The company indicated that every effort is being deployed to achieve this standard. It is to be noted that the company does not offer a directory enquiry service, hence no report was submitted for this standard.

Report on ENet

ENet reported that the standard for the supply time for initial connection in rural and urban areas were not achieved. The company indicated that 85% of technical complaints were not resolved within the 12-hour required period. The company reported that during the last two quarters of 2022, the technical complaints resolved within 24 hours fell below the required standard of 95% and in the last quarter of 2022 technical complaints resolved within thirty-six (36) hours were below the requisite standard of 99%. The company has however maintained its required standard for the number of billing errors per 1,000 bills and the percentage of complaints resolved within two (2) and three (3) weeks during the first three (3) quarters of the year. However, for the last quarter of 2022 these standards were not met.

At the time of writing, the Commission has yet to receive from ENet its reasons for its non-attainment of the standards and its performance logs.

Submission of Performance Reports and Logs

The Commission has noted that with the exception of GTT, the failure of service providers to submit their performance reports within the timeframes as stipulated in the Telecommunications (Consumer Protection) Regulations 2020. The Commission continued to dispatch reminders to the other service providers for submission of their reports but to no avail. This has severely hampered the Commission's ability to properly conduct its review and to report of the sector's performance.

The Telecommunications Act 2016 and The Telecommunications (Consumer Protection) Regulations 2020, makes it a mandatory obligation on the part of the Commission to monitor the quality of service provided by the Telecommunications Service Providers and to impose penalties for breach. Additionally, the Telecommunications

(Consumer Protection) Regulations 2020 makes provision for the Commission to make recommendations for reform of the Regulations to the Prime Minister who has oversight of the Telecommunications Sector.

On May 16, 2022 the Commission published its consultative document with the aim of reviewing and perhaps implementing new parameters and standards for fixed and mobile public telecommunications services. The responses were scrutinized and existing standards together with suggested additional parameters and standards formed the dossier which was submitted to the Honourable Prime Minister on August 19, 2022 for his consideration.

Conclusion

In 2022, 80% of all complaints received were resolved either to the satisfaction of the consumer or the service provider.

The Commission looks forward to its fruitful relationships with service providers and consumers to ensure that consumers receive improved quality of service.

As it relates to our public relations programme, the Commission intends to expand its face to face visit to communities through our outreach exercises and to continue our radio and television programmes. Our catchy advertisements will continue to be broadcasted to inform consumers of the work of the Commission, their rights and responsibilities and to gather information from consumers on the quality of services received. Through our 2023 webinar series we want to continue to engage our industry leaders on matters of interest of Guyana.

As a final note, the work of the Complaints Division to resolve consumers' complaints would be impossible without the dedicated and dynamic Complaints Officers of the PUC.



Accounts Division

Accounts Division

Mr. Elroy Halley – Senior Officer, Accounts Division

Financial Review 2022

The Accounts Division is responsible for the effective management of the Commission’s financial resources. Some of the key components of the Division’s work include but not limited to the procurement of goods and services; the safe custody and maintenance of the Commission’s assets, record keeping and the statutory monthly reporting to the Commission.

The Commission’s budget was approved by the National Assembly for 2022 which was in the sum of \$230,445,500. This reflects a two percent (2%) increase from the fiscal year 2021. This amount was utilized to cover expenditure which included employment costs; public awareness activities; professional fees and other expenses associated with its day-to-day operations.

In accordance with section 64 of the PUC Act of 2016, the budget for the Commission is funded by assessment fees levied upon the public utilities and telecommunications undertakings under the Commission’s purview. The calculation of assessments fees as outlined in section 64 of the PUC Act provides that the annual assessment fees levied on the service providers should not exceed one percent (1%) of the gross revenue derived from the services, or the equivalent of, not exceeding one hundred million dollars, whichever is less. This amount is prorated so as to ensure that each service provider equally contributes to the Commission’s budget.

It is notable that the division effectively managed the Commission’s financial operations during the reporting period. The Commission’s untapped financial resources allowed for key consultations primarily for the telecommunications sector with concentration on the studies for termination rates and implementation of a Price Cap Regime (PRR) which reports have formed the basis for important decisions of the Commission.

At the conclusion of the reporting year, the Accounts Division successfully achieved its mandate and it is expected to maintain in similar vein its strong management for the year 2023.

The following are the audited Financial Statements for the year ended December 31, 2022 which are prepared on a accrual cost basis and in accordance with International Financial Reporting Standards (IFRS) and International Accounting Standards (IAS) adopted by the Institute of Chartered Accountants of Guyana (ICAG).



PUBLIC UTILITIES COMMISSION
Statement of Financial Position
As at December 31, 2022

		2022	2021
		G\$	G\$
Assets			
Non-Current Assets			
Property/Plant/Equipment	3	97,205,174	103,286,099
Total Non-Current Assets		97,205,174	103,286,099
Current Assets			
Receivables		603,851	15,540
Prepayments		247,986	306,564
Cash and Cash Equivalents	4	367,497,848	361,457,135
Total Current Assets		368,349,685	361,779,239
TOTAL ASSETS		465,554,859	465,065,338
EQUITY AND LIABILITIES			
EQUITY			
Retained Earnings		454,755,359	452,574,877
Revaluation Reserves		10,361,800	10,361,800
Total Equity		465,117,159	462,936,677
Current Liabilities			
Payables		397,150	1,992,825
Accruals		40,550	95,836
Deferred Income		-	40,000
Total Current Liabilities		437,700	2,128,661
TOTAL EQUITY AND LIABILITIES		465,554,859	465,065,338

PUBLIC UTILITIES COMMISSION
Statement of Profit and Loss
For the year ended December 31, 2022

		2022	2021
		G\$	G\$
Income			
Assessment Fees	5	185,108,427	225,804,000
Interest Earned	6	6,576,011	6,429,621
Total Income		191,684,438	232,233,621
Expenses			
Employment Cost	10	155,120,809	142,756,602
Training Conference and Official Visits		886,920	213,574
Administration Expenses	8	12,552,095	8,974,125
Utility Charges	7	4,529,058	4,761,246
Legal Fees		-	1,315,000
Security Charges		5,397,330	4,979,520
Rent Charges		2,460,000	2,460,000
Repairs and Maintenance	9	1,800,291	1,233,174
Bank Charges		77,300	49,625
Depreciation		6,432,937	7,182,922
Rate and Taxes		231,688	231,688
Total Expenses		189,488,428	174,157,476
Net Surplus/(Deficit)		2,196,010	58,076,145

PUBLIC UTILITIES COMMISSION
Statement of Changes in Equity
For the year ended December 31, 2022

	Retained Earnings	Revaluation Surplus	Total Accumulated Fund
	G\$	G\$	G\$
Balance as at January 1, 2021	394,498,732	10,361,800	404,860,532
Net deficit for the period	58,076,145	-	58,076,145
Balance as at December 31, 2021	<u>452,574,877</u>	<u>10,361,800</u>	<u>462,936,677</u>
	G\$	G\$	G\$
Balance as at January 1, 2022	452,574,877	10,361,800	462,936,677
Adjustments	(15,528)	-	(15,528)
Net surplus for the period	2,196,010	-	2,196,010
Balance as at December 31, 2022	<u>454,755,359</u>	<u>10,361,800</u>	<u>465,117,159</u>

PUBLIC UTILITIES COMMISSION
Statement of Cash Flows
For the year ended December 31, 2022

	2022	2021
	G\$	G\$
Cash Flow from Operating Activities		
Net Surplus/(Deficit)	2,196,010	58,076,145
<i>Adjustments to reconcile net income to net cash provided by operating activities:</i>		
Depreciation	6,432,937	7,182,922
(Increase)/decrease in accounts receivable	(603,851)	195,766
Increase/(decrease) in accounts payables	(1,595,675)	1,992,825
(Increase)/decrease prepayments	58,578	(29,100)
Increase/(decrease) in accruals	(55,286)	(28,604)
Deferred Income	(40,000)	40,000
Net cash and cash equivalents from operating activities	6,392,713	67,429,954
Cash flows from Investing Activities		
Purchase of equipment	(321,000)	(173,252)
Purchase of furniture	(31,000)	-
Net cash used in investing activities	(352,000)	(173,252)
Net increase/(decrease) in cash and cash equivalents	6,040,713	67,256,702
Cash and cash equivalents at beginning of period	361,457,135	294,200,433
Cash and cash equivalents at end of period	367,497,848	361,457,135

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 avenues at the provider level, the consumer may then file a complaint with the Commission.

Further, complainants are required to provide all relevant information/documentation in support of their complaints, such as bills, reference numbers and investigation reports.

Contact Us

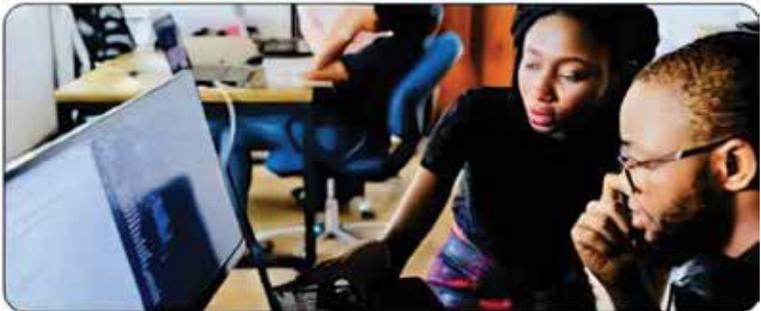
**HELP DESK - MONDAY – THURSDAY – 8:00 hrs. to 16:30 hrs.
FRIDAY: 8:00 hrs. to 15:30 hrs.**

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
Linden Office:	Lot 97-98 Republic Avenue, Mackenzie, Linden. Telephone - 592-444-2045 or 592-444-2046
Website:	www.puc.org.gy
Email Address:	pucommission@gmail.com
Facebook:	www.facebook.com/pucguyana
Whatsapp:	+592-623-3222

PUC Website

The public can now access a wide range of services and resources on the Commission’s user-friendly website, www.puc.org.gy. Through this website, individuals can obtain information about the Commission’s mandate, public notices, the relevant Act, its accompanying Regulations, and directives as issued by the Commission. Additionally, the website allows for the online filing of complaints online and provides information about the Commission’s public relations activities and other events, such as Public Hearings. It could be navigated to obtain:

- The Complaints’ Procedures.
- Rules for Determining Consumers’ Complaints.
- Presentations.
- Publications.
- Notices, presentations, publications, notices and documents pertaining to Public Hearings.
- Annual Reports
- Orders of the Commission.



FILING A COMPLAINT IS EASY AS:

- 1** First, engage the Utility to have the matter resolved.
- 2** If outcome is unsatisfactory, then lodge a complaint with the Commission
- 3** Submit all supporting documents such as bills, reference number and photographs to the Commission.

CONTACT US

 GEORGETOWN	 BERBICE	 LINDEN	 ESSEQUIBO COAST
 227-3204 / 227-3534	 336-6192/336-6077	 444-2045/444-2046	 624-6000
 pucommission@gmail.com			 /pucguyana



PUC
**PUBLIC UTILITIES
COMMISSION**

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BERBICE OFFICE:

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Corentyne, Berbice
Telephone-592- 336-6077 or
592-336-6192

LINDEN OFFICE:

Lot 97-98 Republic Avenue,
Mackenzie, Linden.
Telephone - 592-444-2045
or 592-444-2046

ESSEQUIBO OFFICE:

Lot 7 E Henrietta Village,
Essequibo Coast
Telephone - 592-624-6000

Web: www.puc.org.gy Email: pucommission@gmail.com