

AMENDMENT TO THE LICENCE

TO SUPPLY ELECTRICITY FOR PUBLIC PURPOSES

GRANTED TO

GUYANA POWER & LIGHT INC.

UNDER

SECTIONS 4 AND 42 (3) (c) OF THE ELECTRICITY

SECTOR REFORM ACT 1999 (NO. 11 OF 1999)

ISSUED EFFECTIVE

October 4, 2010

Amendment
of Paragraph
16.

1. Paragraph 16. of the Licence is amended by substituting for it the following Paragraph as Paragraph 16 -

"16. Customer Service Standards and Operating Standards and Performance Targets.

(a) Customer Service Standards

- (i) The Licensee's Customer Service Standards in effect for the period 2009, and constituting a part of the Second Schedule to this Licence as of December 31, 2009, are extended to December 31, 2010.
- (ii) By September 30, 2010, the Licensee shall submit to the Minister proposed revised Customer Service Standards for the period 2011-2012, for the Minister's consideration and approval prior to December 31, 2010. The revised Customer Service Standards shall include the standards for the time within which the Licensee must provide the following services to its Customers -
 - (A) connection of new service;
 - (B) reconnection of service after a Customer has rectified the reasons for which the service was disconnected;
 - (C) response to repair calls;
 - (D) response to billing and service complaints and inquiries;
 - (E) response to a written notice from a Customer that a meter may be improperly registering;
 - (F) replacement of an improperly registering meter after the improper registration has been confirmed; and
 - (G) any other service that the Minister shall direct be included in the Customer Service Standards.

