

CITIZENS' ELECTRIC COMPANY

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January 27, 2011

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JAN 31 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

L-00030161

Ms. Rosemary Chiavetta
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the Fourth Quarter, 2010 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or kelchnerj@citizenselectric.com if I can answer any questions.

Sincerely,

A handwritten signature in black ink that reads "John A. Kelchner". The signature is fluid and cursive, with a long horizontal stroke at the end.

John A. Kelchner, PE
Vice President, Engineering & Operations

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Darren Gill (via email)

Citizens' Electric Company
Quarterly Service Reliability Report
Fourth Quarter, 2010

Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143

kelchnerj@citizenselectric.com

January 27, 2011

§ 57.195(e)(1) - A description of each major event that occurred during the preceding quarter, including the time and duration of the event, the number of customers affected, the cause of the event and any modified procedures adopted in order to avoid or minimize the impact of similar events in the future.

There were no Major Events during the quarter.

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§ 57.195(e)(2) - Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) for the EDC's service territory for the preceding quarter. The report shall include the data used in calculating the indices, namely the average number of customers served, the number of sustained customer interruptions, the number of customers affected, and the customer minutes of interruption. If MAIFI values are provided, the report shall also include the number of customer momentary interruptions.

Index	Rolling 12-Month Value for Quarter	Benchmark	Rolling 12-Month Standard	Rolling 3-Yr Avg. Standard
SAIFI	0.19	0.20	0.27	0.22
SAIDI	18	21	38	25
CAIDI	98	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,813	54	1,262	124,028

The following outages were submitted for exclusion as Major Events during the preceding 12-month period and are not included in the above calculations:

Date	# of Customers Affected	Customer Minutes
3/6/2010	1,111	108,654
7/9/2010	1,056	352,704

§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, tree related, and so forth. Proposed solutions to identified service problems shall be reported.

Outage Cause	Number of Interruptions	% of Interruptions	Number of Customers Affected	Customer Interruption Minutes
On R/W Trees	2	4	289	29,432
Animals	22	41	485	21,027
Equipment	14	26	54	4,776
Off R/W Trees	5	9	322	55,902
Weather	0	0	0	0
Vehicle	3	6	36	2,278
Other	8	15	76	10,613
Total	54		1,262	124,028

Discussion

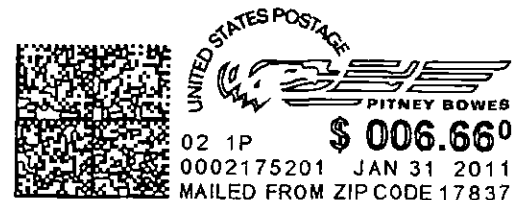
The most significant outage occurred on October 26th when an animal contact interrupted 82 customers for 41 minutes. All other outages during the period affected small numbers of customers.

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