

CITIZENS' ELECTRIC COMPANY

1775 INDUSTRIAL BLVD • P.O. BOX 551 • LEWISBURG, PA 17837-0551 • (570) 524-2231 • FAX: (570) 524-5887

April 24, 2012

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

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APR 27 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the First Quarter, 2012 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 extending to the right.

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

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Yasmin Snowberger, PE (via email)

Citizens' Electric Company
Quarterly Service Reliability Report
First Quarter, 2012

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

kelchnerj@citizenselectric.com

April 24, 2012

§ 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.

The following Major Events occurred during the quarter and were approved for exclusion.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
2/16/2012	4:30 PM	47	697	An unoccupied vehicle rolled away from its parking location and struck a pole. The impact caused the pole to lean and caused the attached primary conductors to slap together, resulting in a substation circuit lockout.

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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	0.35	0.20	0.27	0.22
SAIDI	46	21	38	25
CAIDI	131	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,824	52	2,386	311,840

The following outages were approved 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
2/16/2012	697	32,759
8/28/2011	887	64,824
9/27/2011	887	88,700
10/29/2011	1,199	96,114

§ 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	3	6	94	6,803
Animals	13	25	473	25,557
Equipment	13	25	58	5,414
Off R/W Trees	5	10	850	148,398
Weather	11	21	855	110,112
Vehicle	0	0	0	0
Other	7	13	56	15,556
Total	52		2386	311,840

Discussion

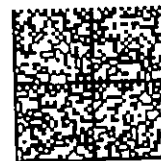
The total number of outages for the rolling period is down from 56 last quarter to 52 this quarter. However, a single outage in March with an atypical restoration time resulted in small increases to the duration indices. So far, the second quarter is showing improvement trends across all indices.

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