April 24, 2013

L-0003016l

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 First Quarter 2013
Reliability Report for Citizens' Electric Company.

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

Sincerely,

RECEIVED

APR 2 4 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

[signature]

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
First Quarter, 2013

Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
April 24, 2013

§ 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.

No Major Events occurred during the quarter.

§ 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
SAIFI	0.08
SAIDI	9
CAIDI	112

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,841	31	550	61,629

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
5/4/2012	986	82,789
10/29/2012	799	56,900

§ 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	6	3	503
Animals	10	32	77	4,147
Equipment	2	6	2	196
Off R/W Trees	4	13	66	8,416
Weather	12	39	399	48,094
Vehicle	1	3	3	273
Other	0	0	0	0
Total	31		550	61,629

Discussion

The Company experienced a very quiet quarter, experiencing just one outage affecting only one customer. Weather was the largest cause of outages during the past 12 months from both a quantity and customer minutes perspective. These outages generally involved lightning or wind. The Company continues to build its system to standards that typically exceed the NESC and to monitor industry best-practices regarding storm-hardening. The Company is also continuing its efforts to address off right-of-way trees and the outages they cause. It is aggressively working with property owners to secure permission for removal of danger trees as they are identified.

'TIZENS' ELECTRIC COMPANY
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