

## CITIZENS' ELECTRIC COMPANY

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July 19, 2013

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

L-00030161

Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the Second Quarter 2013 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or [kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com) if I can answer any questions.

Sincerely,

A handwritten signature in black ink that reads "John A. Kelchner". The signature is written in a cursive, flowing style.

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

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

Citizens' Electric Company  
Quarterly Service Reliability Report  
Second Quarter, 2013

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

[kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com)

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**§ 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.**

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
5/19/2013	6:36 AM	125	1,304	A fault occurred on a feeder recloser located at the Citizens' Electric substation. This fault resulted in an outage to 1,304 customers. Service was restored to 657 of the affected customers within 104 minutes. The remaining 647 customers were restored in a total of 125 minutes. The Company has not identified a cause, but animal contact is suspected. The weather was damp and drizzling at the time of the fault.
6/18/2013	2:04 PM	54	1,222	A porcelain pole-top insulator failed, allowing a phase wire to contact the pole. This resulted in an outage affecting 1,222 customers. The problem was located and repaired and service was restored to all customers in 53 minutes.

Note: As of July 19, the Company has not yet received approval for exclusion of the June 18, 2013 event. A corrected report will be submitted in the event of denial of exclusion for this outage.

**§ 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	0.26
SAIDI	34
CAIDI	132

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,853	40	1,771	233,576

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
10/29/2012	799	56,900
5/19/2013	1,304	149,516
6/18/2013*	1,222	64,766

\*See note regarding pending approval on page 1.

**§ 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	1	3	485	43,165
Animals	10	25	89	3,762
Equipment	6	15	344	35,610
Off R/W Trees	4	10	76	10,709
Weather	14	35	453	93,268
Vehicle	4	10	322	46,894
Other	1	3	2	168
Total	40		1,771	233,576

### **Discussion**

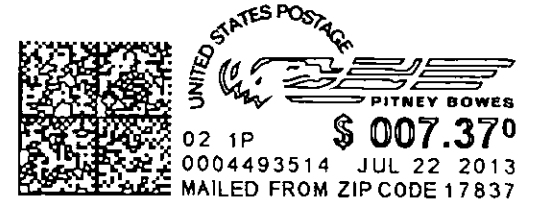
The preceding quarter was active across the Company's territory. A pattern of strong Spring storms contributed to a significant increase in outages with the total 12-month rolling number of weather-related outages increasing from 12 in the first quarter to 14 this quarter. Additionally, the rolling 12-month number outages caused by vehicles jumped from 1 in the first quarter to 4 this quarter. Finally outages resulting from equipment failure rose from 2 in the first quarter to 6 this quarter. Types of equipment failure included insulators, cutouts, transformers and arrestors. No actionable trend of equipment failure is apparent.

**CITIZENS' ELECTRIC COMPANY**  
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