

CITIZENS' ELECTRIC COMPANY

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

January 31, 2013

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, 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 the first letters of the first and last names being capitalized and prominent.

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

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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, 2012

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

kelchnerj@citizenselectric.com

January 31, 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.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
10/29/2012	1:28 PM	3027	799	The remnants of Hurricane Sandy passed through the Company's service area beginning on 10/29 and lasting into the afternoon of 10/30. High winds and heavy rain impacted the area for the duration of the storm causing scattered outages. Most outages were caused by off right-of-way trees falling onto overhead lines. Damage included broken overhead primary conductors, downed service conductors and broken poles.

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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
SAIFI	0.09
SAIDI	11
CAIDI	129

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,823	32	596	77,030

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
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.

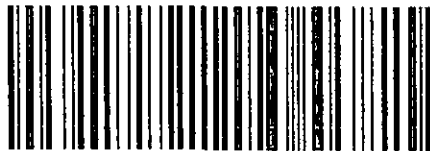
Outage Cause	Number of Interruptions	% of Interruptions	Number of Customers Affected	Customer Interruption Minutes
On R/W Trees	2	6	3	503
Animals	10	31	77	4,147
Equipment	1	3	1	87
Off R/W Trees	5	16	81	10,006
Weather	12	38	399	48,094
Vehicle	1	3	3	273
Other	1	3	32	13,920
Total	32		596	77,030

Discussion

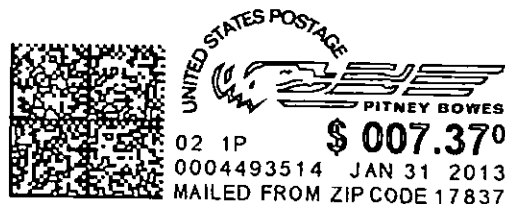
The Company experienced fewer outages during the quarter as compared to the previous quarter and the same quarter last year. Weather was the leading cause of outages during the period, at 38%.

CITIZENS' ELECTRIC COMPANY
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