



## CITIZENS' ELECTRIC COMPANY

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

January 19, 2010

Mr. James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

L-00030161

Dear Mr. McNulty,

Enclosed please find an original and six copies of the Fourth Quarter, 2009 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.

**RECEIVED**

JAN 20 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Sincerely,

A handwritten signature in black ink that reads "John A. Kelchner". The signature is written in a cursive style 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, 2009

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

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

January 19, 2010

**§ 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 preceding quarter.

**RECEIVED**

JAN 20 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

§ 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	0.20	0.20	0.27	0.22
SAIDI	15	21	38	25
CAIDI	75	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,814	51	1,358	102,265

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
1/25/2009	1,214	169,506
8/9/2009	2,323	405,243

**RECEIVED**

JAN 20 2010

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

§ 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	0	0	0	0
Animals	19	37	171	8,754
Equipment	12	24	324	30,380
Off R/W Trees	7	14	554	40,463
Weather	7	14	264	19,939
Vehicle	1	2	3	315
Other	5	10	42	2,414
Total	51		1,358	102,265

#### Discussion

The most significant outages occurred on October 7<sup>th</sup> when strong winds resulted in the interruption of a total of 173 customers. All customers were restored within 64 minutes. The quarter was otherwise relatively uneventful. All annual inspection and maintenance programs were completed.

**CITIZENS' ELECTRIC COMPANY**  
1775 Industrial Boulevard  
P.O. Box 551  
Lewisburg, PA 17837



7008 1140 0004 9012 1945



02 1P

**\$ 006.66<sup>0</sup>**

0002175201 JAN 20 2010

MAILED FROM ZIP CODE 17837

Mr. James J. McNulty, Secretary  
PA PUC  
PO Box 3265  
Harrisburg, PA 17105-3265