

CITIZENS' ELECTRIC COMPANY

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

October 18, 2010

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 Third Quarter, 2010 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 name being the most prominent.

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

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OCT 25 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Citizens' Electric Company
Quarterly Service Reliability Report
Third Quarter, 2010

Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
October 18, 2010

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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
7/9/2010	11:08 PM	334	1,056	During a heavy rain, a suspension insulator failed causing interruption to a single substation circuit serving 1,056 customers. Crews were immediately dispatched and repairs commenced. The failed insulator had been visually inspected within the preceding 12 months with no evidence of imminent failure found.

This outage was approved for exclusion on July 22, 2010.

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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	0.21	0.20	0.27	0.22
SAIDI	20	21	38	25
CAIDI	97	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,804	62	1,426	138,059

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
3/6/2010	1,111	108,654
7/9/2010	1,056	352,704

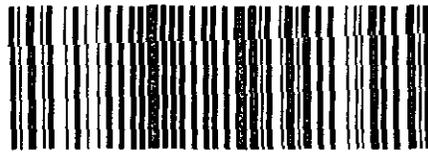
§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, 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	3	289	29,432
Animals	21	34	371	15,109
Equipment	18	29	69	6,206
Off R/W Trees	8	13	365	59,060
Weather	4	6	232	16,495
Vehicle	1	2	24	1,144
Other	8	13	76	10,613
Total	62		1,426	138,059

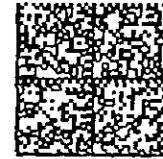
Discussion

The most significant outage occurred on July 4th when on right-of-way trees contacted a primary line during a strong thunderstorm interrupting 288 customers for 102 minutes. All other outages during the period affected small numbers of customers.

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