



## CITIZENS' ELECTRIC COMPANY

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

April 15, 2014

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

Dear Ms. Chiavetta,

Enclosed please find the First Quarter 2014 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 dark ink that reads "John A. Kelchner". The signature is fluid and cursive, 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  
Dan Searforce (via email)  
David Washko (via email)

Citizens' Electric Company  
Quarterly Service Reliability Report  
First Quarter, 2014

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

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

April 15, 2014

**§ 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 period.

**§ 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	0.46
SAIDI	37
CAIDI	81

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,882	48	3,156	256,313

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
5/19/2013	1,304	149,516
6/18/2013	1,222	64,766
7/7/2013	793	99,190

**§ 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	2	485	43,165
Animals	9	19	126	6,214
Equipment	13	27	373	39,214
Off R/W Trees	6	13	761	59,653
Weather	9	19	152	51,612
Vehicle	6	13	325	47,673
Other	4	8	934	8,782
Total	48		3,156	256,313

### **Discussion**

During the first quarter, the trend of minimal outage activity continued. The Company experienced just four outages, each affecting only a single customer. As the handful of significant outages that occurred during the second and third quarters of 2013 begin rolling off the 12-month calculations, the Company expects its reliability indices to return to more normal levels.