



CITIZENS' ELECTRIC COMPANY

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

July 18, 2014

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

RE: Docket L-00030161

Dear Ms. Chiavetta,

Enclosed please find the Second Quarter 2014 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 cursive script that reads "John A. Kelchner". The signature is written in dark ink and is positioned above the printed name and title.

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

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Dan Searfoorce (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

July 18, 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.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
6/18/2014	3:53 PM	53	987	An off right-of-way tree came down onto a three phase primary line during a period of rainy and windy weather. The Company recorded a gust to 35 mph earlier in the day and gusts between 20 and 30 mph most of the day.

A Request for Exclusion of Major Outage for Reliability Reporting Purposes was recently submitted to the Commission 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	0.29
SAIDI	13
CAIDI	45

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,874	42	2,024	92,048

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
6/18/2014*	987	42,615
7/7/2013	793	99,190

*Pending Approval

§ 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	9	21	140	7,586
Equipment	13	31	108	12,295
Off R/W Trees	8	19	768	59,077
Weather	5	12	67	3,283
Vehicle	3	7	6	1,052
Other	4	10	935	8,755
Total	42		2,024	92,048

Discussion

As expected, the 2nd quarter brought continued improvement to the Company’s reliability indices. Although there was a slight increase in the number of outages caused by equipment failure, these outages generally affected small numbers of customers and were quickly restored.