



## CITIZENS' ELECTRIC COMPANY

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October 9, 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 Third 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 cursive script that reads "John A. Kelchner". The signature is written in dark ink and is positioned above the typed name.

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  
 Third Quarter, 2014

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

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

October 9, 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
7/8/2014	6:06 PM	1,368	2,460	A strong thunderstorm with high winds and heavy rain caused damage at several locations across the Company's territory. A gust of 55 mph was recorded at the Company's headquarters, along with 0.8 inches of rain in one hour. Most outages were caused by off right-of-way trees.
7/23/2014	7:55 AM	29	1,358	A painting contractor using a rented personnel lift made inadvertent contact with a phase conductor resulting in a circuit lockout at the substation. After verifying safety at the scene, the crew restored service to the feeder. No injuries occurred. This incident was reported to the PUC Electric Safety Division.

**§ 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	0.12
SAIDI	12
CAIDI	103

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,879	34	818	84,044

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
7/8/2014	2,460	294,572
7/23/2014	1,327	38,483

**§ 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	7	21	108	6,145
Equipment	12	35	180	16,701
Off R/W Trees	6	18	278	26,103
Weather	3	9	235	33,668
Vehicle	2	6	2	208
Other	4	12	15	1,219
Total	34		818	84,044

## **Discussion**

The Company continued to experience improved SAIFI and SAIDI statistics during the quarter. The largest single outage during the period was an off right-of-way tree outage which occurred during a thunderstorm on July 3<sup>rd</sup>. This event affected 230 customers for just under 2½ hours, contributing to an increase in the quarter’s CAIDI value. All other outages affected small numbers of customers for short durations.