



CITIZENS' ELECTRIC COMPANY

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

October 15, 2015

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 2015 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or kelchnerj@citizenselectric.com if I can answer any questions.

Sincerely,

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, 2015
Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
October 15, 2015

§ 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
9/17/2015 *	1:24 PM	37	1,387	Three fiberglass brackets failed on adjacent poles, causing attached overhead primary wire to fall to the ground. This resulted in a circuit lockout at the substation, interrupting 1,387 customers, occurring during calm weather. Although no witnesses came forward, it is apparent this outage was caused by farm equipment working in the area at the time of the outage that snagged a phone line attached to these poles, causing a sudden shock mechanical load on the brackets.

*Pending approval as of 10/15/15.

§ 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	0.25
SAIDI	20
CAIDI	78

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,916	39	1,761	137,389

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
4/20/2015	6,892	144,732
5/12/2015	911	101,676
9/17/2015*	1,387	51,319

*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	1	3	5	350
Animals	10	26	179	9,694
Equipment	15	38	292	31,933
Off R/W Trees	3	8	531	63,407
Weather	3	8	23	1,719
Vehicle	3	8	203	1,515
Other	4	10	528	28,771
Total	39		1761	137,389

Discussion

The Company experienced a slight increase in all indices. This was primarily due to one outage, caused by an off right-of-way Ash tree, which affected 491 customers for approximately two hours. The Company is continuing an aggressive program to identify and remove hazardous off right-of-way trees, especially Ashes affected by borer beetles. Most other outage causes decreased compared to last quarter.