



CITIZENS' ELECTRIC COMPANY

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January 27, 2016

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

RE: Docket M-2016-2522508

Dear Ms. Chiavetta,

Enclosed please find the Fourth 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,

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
Fourth Quarter, 2015
Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
January 27, 2016

§ 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 quarter.

§ 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	0.19
SAIDI	18
CAIDI	91

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,909	41	1,333	121,876

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

§ 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	5	350
Animals	12	29	205	10,779
Equipment	15	37	58	4,029
Off R/W Trees	4	10	825	101,955
Weather	3	7	23	1,719
Vehicle	3	7	203	1,515
Other	3	7	14	1,529
Total	41		1,333	121,876

Discussion

The Company experienced a decrease in SAIFI and SAIDI, and a slight increase in CAIDI. This was primarily due to one outage, caused by an off right-of-way tree, which affected 291 customers for approximately 130 minutes. The Company is continuing an aggressive program to identify and remove hazardous off right-of-way trees, especially Ashes affected by borer beetles.