



CITIZENS' ELECTRIC COMPANY

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

April 26, 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 First Quarter, 2016 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, 2016

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

kelchnerj@citizenselectric.com

April 26, 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.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
3/30/2016	8:39 AM	144	1,409	A suspension insulator failed, causing the feeder to lockout at the substation. Visual and infrared inspections are performed at this location annually. No signs of imminent failure were present before the event. No inclement weather was occurring at the time of the outage.

- A request for exclusion has not yet been submitted for this outage, but is forthcoming .

§ 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	0.20
SAIDI	19
CAIDI	93

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,931	39	1,419	131,329

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
3/30/2016*	1,409	132,895

*Submittal of exclusion request pending

§ 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	11	28	202	10,641
Equipment	10	26	43	3,034
Off R/W Trees	5	13	861	105,599
Weather	4	10	63	6,029
Vehicle	3	8	203	1,515
Other	5	13	42	4,161
Total	39		1,419	131,329

Discussion

The Company experienced a slight increase in SAIFI, SAIDI, and CAIDI. There was no significant change to outage frequency during the quarter. The Company is continuing an aggressive program to identify and remove hazardous off right-of-way trees, especially Ashes affected by borer beetles.