



## CITIZENS' ELECTRIC COMPANY

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January 31, 2017

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, 2016 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  
 Fourth Quarter, 2016

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

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

January 31, 2017

**§ 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
11/8/2016	11:36 AM	42	1,008	A homeowner was cutting a large tree on his property when he lost control and dropped the tree onto a three-phase primary feeder circuit. This resulted in a circuit lockout affecting 1,008 customers. A crew responded, removed the tree from the line and verified the condition of all affected facilities. Service was restored to all customers in 41 minutes.
11/19/2016	3:07 PM	431	1,833	Strong winds brought down trees/large limbs at three locations, causing downed wires, resulting in circuit lockouts. Peak winds of 42 mph were recorded at company headquarters.

**§ 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	0.26
SAIDI	28
CAIDI	108

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,963	52	1,787	192,235

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
3/30/2016	1,409	132,895
11/8/2016	1,008	41,468
11/19/2016	1,833	248,388

**§ 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	13	62	2,854
Equipment	16	31	1,166	142,904
Off R/W Trees	16	31	387	31,489
Weather	5	10	133	10,647
Vehicle	0	0	0	0
Other	8	15	39	4,341
Total	52		1,787	192,235

## **Discussion**

The Company experienced a slight increase in SAIFI and SAIDI, and a slight decrease in CAIDI. The increases were primarily due to a single outage on December 5 that affected 524 customers for up to 192 minutes. This outage occurred when a lightning arrester failed, causing significant damage to pole-top equipment and hardware. The crew quickly mobilized to sectionalize the problem and make repairs. The arrester had been inspected visually and with infrared equipment within the last year and showed no signs of imminent failure.