



## CITIZENS' ELECTRIC COMPANY

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July 26, 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 Second Quarter, 2017 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 fluid and matches the printed name below it.

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  
Second Quarter, 2017

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

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

July 26, 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
5/27/2017	8:06 AM	75	1,015	A squirrel caused a fault on the high voltage jumper feeding a self-protected distribution transformer, causing an interruption of the circuit.

**§ 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	0.41
SAIDI	70
CAIDI	172

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,000	56	2,866	493,475

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
11/8/2016	1,008	41,468
11/19/2016	1,833	248,388
5/27/2017	1,015	76,125

**§ 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	3	5	63	6,145
Animals	12	21	67	3,505
Equipment	16	29	747	106,029
Off R/W Trees	14	25	753	222,365
Weather	6	11	1111	102,029
Vehicle	0	0	0	0
Other	5	9	125	53,402
Total	56		2,866	493,475

## **Discussion**

To address increasing tree-related outages, the Company has continued to commit increased budget amounts to vegetation management. Again in 2017, the expenditure planned will be nearly twice the amount budgeted just five years ago. The Company's vegetation coordinator, line crews, and trimming contractors have all been advised to continue working to identify and remove off right-of-way target trees wherever possible.

Summer storms contributed significantly to the second quarter's outage statistics. Weather was the cause of 641 customer outages out of the total 796 during the quarter.

A noteworthy outage occurred on May 5<sup>th</sup>, when a PPL supply problem interrupted 32 Citizens' customers for more than 15½ hours. This single outage made a significant contribution to interruption minutes for the quarter, causing nearly 30,000 customer minutes, out of a total for the quarter of 78,650.