



CITIZENS' ELECTRIC COMPANY

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October 23, 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 Third Quarter, 2017 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
 Third Quarter, 2017

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

kelchnerj@citizenselectric.com

October 23, 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
7/3/2017	7:19 AM	61	1,411	A squirrel contacted energized pole hardware, causing an interruption of the circuit.
7/4/2017	5:53 AM	90	1,411	A squirrel contacted energized pole hardware, causing an interruption of the circuit. This was approximately 1 block from the location of the outage 1 day prior. Wildlife protection is in place at these poles.
9/30/2017	12:46 PM	84	998	A dead off right-of-way tree came down onto a three-phase line during breezy conditions causing a circuit lockout. Winds at the time of the outage were between 20 and 30 mph.

§ 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	0.45
SAIDI	74
CAIDI	166

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,033	61	3,160	523,955

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
7/3/2017	1,411	84,660
7/4/2017	1,411	126,990
9/30/2017	998	83,832

§ 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	5	8	65	6,387
Animals	11	18	46	2,233
Equipment	14	23	686	68,841
Off R/W Trees	13	21	624	223,606
Weather	13	21	1608	169,621
Vehicle	0	0	0	0
Other	5	8	131	53,267
Total	61		3,160	523,955

Discussion

The Company again saw slight increases in SAIFI and SAIDI, and a small decrease in CAIDI. A significant contribution to the quarter's outages occurred on August 19th when heavy rain and strong winds caused several outages, affecting 567 customers. The Company recorded rain rates of 1.63 inches per hour and wind gusts of 44 mph during this storm. If outages from that day were excluded, the resulting SAIFI and SAIDI would have decreased to 0.37 and 64 respectively.

Summer storms also 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 5th, 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.