



CITIZENS' ELECTRIC COMPANY

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

April 19, 2018

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, 2018 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, 2018

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

kelchnerj@citizenselectric.com

April 19, 2018

§ 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
3/2/2018	9:07 AM	1,417	1,541	Winter storm Riley brought a period of rain, high wind and snow through the region on March 1st and 2nd. The Company measured 1.12 inches of rain, followed by wind gusts exceeding 40 mph and ending with a period of heavy wet snow. Numerous trees were uprooted or broken across the territory as the storm progressed, causing scattered outages throughout the day.

§ 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	0.31
SAIDI	43
CAIDI	139

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,036	43	2,177	302,381

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
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
3/2/2018	1,541	84,788

§ 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	7	57	5,577
Animals	7	16	28	1,879
Equipment	10	23	104	9,609
Off R/W Trees	6	14	119	19,545
Weather	13	30	1,737	229,515
Vehicle	0	0	0	0
Other	4	9	132	36,256
Total	43		2,177	302,381

Discussion

The Company experienced significant improvement in all indices. This was expected, as an outage-heavy Q1-2017 dropped off the rolling 12 month data. Outages caused by on right-of-way trees, off right-of-way trees, animals, equipment, weather, and “other” and all decreased since last quarter.