



## CITIZENS' ELECTRIC COMPANY

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July 26, 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 Second Quarter, 2018 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 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  
Second Quarter, 2018

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

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

July 26, 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
5/15/2018	2:42 PM	284	2,535	Strong storms moved across the state causing multiple outages across Citizens' territory. The Company recorded a peak wind gust of 45 mph and a rainfall rate of 1.57 in/hr.

**§ 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	0.28
SAIDI	36
CAIDI	128

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,036	48	1,983	252,993

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
5/15/2018	2,535	259,570
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	2	4	2	242
Animals	5	10	90	2884
Equipment	14	29	150	14934
Off R/W Trees	12	25	565	38946
Weather	13	27	1131	191608
Vehicle	0	0	0	0
Other	2	4	45	4379
Total	48		1,983	252,993

### **Discussion**

For the second quarter in a row, the Company experienced significant improvement in all indices. This was expected, as outage-heavy quarters in 2017 continued dropping off the rolling 12 month data. Outages caused by on right-of-way trees, animals, and “other” decreased since last quarter.