



October 5, 2018

Ms. Rosemary Chiavetta
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

RE: Docket No. M-2016-2522508 – Quarterly System Reliability Report

Ms. Chiavetta,

Enclosed please find the Third Quarter, 2018 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or johnsonn@citizenselectric.com if I can answer any questions.

Best Regards,

A handwritten signature in black ink, appearing to read "Nathan Johnson", is written over a light gray rectangular background.

Nathan Johnson, PE
Sr. Director of Engineering & Operations

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Dan Searfoorce (via email)
Dave Washko (via email)

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Serving the Wonderful Lewisburg-Buffalo Valley since 1911

Citizens' Electric Company
 Quarterly Service Reliability Report
 Third Quarter, 2018

Prepared by Nathan Johnson, PE
 Sr Director of Engineering & Operations
 570-522-6143

johnsonn@citizenselectric.com

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§ 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
7/21/2018	7:25 PM	90	1,026	A large ash tree from approximately 25ft outside the right-of-way fell during a period of extended heavy rainfall.
8/4/2018	12:28 AM	74	1,022	A large ash tree from approximately 25ft outside the right-of-way fell during a period of heavy rainfall.
9/10/2018	2:51 AM	124	2,172	During a period of steady rainfall, a racoon climbed over existing animal guard onto the energized 12kV substation bus, then contacted another phase, causing a fault that expanded to the remaining phase and ground. The fault resulted in the operation of 69kV transformer fuses, de-energizing one bus section and its three connected distribution circuits.

§ 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	0.20
SAIDI	26
CAIDI	127

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,027	39	1,413	179,813

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
3/2/2018	1,541	84,788
5/15/2018	2,535	259,570
7/21/2018	1,026	94,797
8/4/2018	1,022	77,216
9/10/2018	2,172	293,140

§ 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	8	59	5,065
Animals	4	10	89	2,835
Equipment	15	38	132	18,814
Off R/W Trees	10	26	525	29,662
Weather	6	15	574	119,663
Vehicle	0	0	0	0
Other	2	3	34	3,774
Total	39		1,413	179,813

Discussion

For a third quarter in a row, the Company experienced overall improvement, with SAIFI and SAIDI continuing a positive trend, while CAIDI remained static. This was expected, as outage-heavy quarters in 2017 continued dropping off the rolling 12 month data. Outage numbers decreased in all categories with the exception of On-R/W Trees. This increase is attributed to exceptionally rainy second and third quarters, leading to aggressive growth in healthy trees and destabilized root systems of weaker trees. The Company is actively working to control these outages, with additional clearance inspections and scheduled off-cycle trimming.