



January 4th, 2019

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 Fourth 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)

1775 Industrial Blvd., Lewisburg, PA 17837
570-524-2231 ♦ www.citizenselectric.com ♦ Fax 570-524-5887

Serving the Wonderful Lewisburg-Buffalo Valley since 1911

Citizens' Electric Company
 Quarterly Service Reliability Report
 Fourth Quarter, 2018
 Prepared by Nathan Johnson, PE
 Sr Director of Engineering & Operations
 570-522-6143
johnsonn@citizenselectric.com
 January 4, 2019

§ 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
11/15/2018	10:19 PM	800	7,036	A period of wet heavy snow and ice accumulation cause outages across the Citizen's Electric territory, as well as interrupting both transmission sources from PPL.

§ 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	0.21
SAIDI	16
CAIDI	76

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,056	49	1,449	109,478

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
11/15/2018	7,036	838,839

§ 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	6	59	5,065
Animals	7	14	262	7,583
Equipment	18	37	274	28,930
Off R/W Trees	13	27	511	27,638
Weather	6	12	311	37,677
Vehicle	0	0	0	0
Other	2	4	32	2,585
Total	39		1,449	109,478

Discussion

For a third quarter in a row, the Company experienced overall improvement, with SAIDI and CAIDI continuing a positive trend, while SAIFI remained static. This was expected, as the final quarter of 2017 dropped off the rolling 12 month data. Overall outage numbers did increase due to several small outages in the past quarter, however the overall customers affected only slightly increased, and total customer minutes interrupted dropped significantly. Tree outages once again increased, showing the continued effect of an exceptionally rainy year, 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 a focus on off right-of-way trees.