



April 25<sup>th</sup>, 2019

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

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

Dear Secretary Chiavetta,

Enclosed please find the First Quarter Reliability Report for Citizens' Electric Company. Please contact me at 570-522-6143 or [johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com) if I can answer any questions.

Best Regards,

A handwritten signature in black ink, appearing to read "Nathan Johnson", written over a light blue horizontal line.

Nathan Johnson, PE

Sr. Director of Engineering & Operations

cc: Dan Searfoorce (via email)  
Dave Washko (via email)

1775 Industrial Blvd., Lewisburg, PA 17837  
570-524-2231 ♦ [www.citizenselectric.com](http://www.citizenselectric.com) ♦ Fax 570-524-5887

*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

Citizens' Electric Company  
 Quarterly Service Reliability Report  
 First Quarter, 2019

Prepared by Nathan Johnson, PE  
 Sr Director of Engineering & Operations  
 570-522-6143  
[johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com)  
 April 25<sup>th</sup>, 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	Duration (Minutes)	Customers Affected	Cause
1/8/2019	6:25 PM	153	1,811	While restoring circuits to normal configuration, a lightning arrester failed when re-energized, causing a substation recloser to lock out, interrupting all of the Rt 45 Distribution line, as well as 369 customers transferred to it from an adjacent circuit.

**§ 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.**

<b>Rolling 12-Month Reliability Indices</b>	
<b>Index</b>	<b>Value</b>
SAIFI	0.37
SAIDI	26.9
CAIDI	73.1

<b>Reliability Indices – Supporting Data</b>			
<b>Total # of Customers Served</b>	<b># of Interruptions</b>	<b># of Customers Affected</b>	<b>Customer Minutes</b>
7,050	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:

<b>Major Event Exclusions</b>		
<b>Date</b>	<b># of Customers Affected</b>	<b>Customer Minutes</b>
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
1/9/2019	1,811	278,001

**§ 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.**

<b>Outage Analysis by Cause</b>				
<b>Outage Cause</b>	<b>Number of Interruptions</b>	<b>% of Interruptions</b>	<b>Number of Customers Affected</b>	<b>Customer Interruption Minutes</b>
Off R/W Trees	20	31%	1,114	71,106
On R/W Trees	3	5%	56	5,065
Animal	8	13%	321	9,726
Weather	9	14%	424	48,329
Equipment	20	31%	630	52,197
Vehicle	0	0%	0	0
Other	4	6%	47	3,330
<b>Total</b>	<b>64</b>		<b>2,595</b>	<b>189,753</b>

## **Discussion**

The Company's reliability performance in the first quarter of 2019 essentially matched that of the prior quarter. The same number of interruptions were recorded, though the first quarter outages saw slightly higher customer counts on average. This led to a slight increase in reliability indices, however these indices remain strong. Off R/W trees were responsible for nearly half of all customer minutes interrupted, highlighting the need for continued focus on identifying and mitigating hazard trees. Looking forward, increased tree trimming clearances in 2019 are expected to combat this trend.