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of Service

October 24th, 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 Third Quarter 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", written over a light blue horizontal line.

Nathan Johnson, PE

Sr. Director of Engineering & Operations

cc: 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, 2019

Prepared by Nathan Johnson, PE
Sr Director of Engineering & Operations
570-522-6143
johnsonn@citizenselectric.com
October 24th, 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
9/11/2019	4:13 PM	374	1,114	A strong storm cell developed to the northwest of Citizens' service area, tracking east-southeast. The storm produced heavy rain and damaging winds, measured at 58mph as it passed over Citizens' headquarters. As the storm moved through, scattered outages were reported across the service area, including one of the nine distribution circuits tripping to lockout. The majority of damage was reported as due to tree limbs broken free and propelled into lines by the winds.

§ 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.

Rolling 12-Month Reliability Indices	
Index	Value
SAIFI	0.30
SAIDI	24.3
CAIDI	80.5

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,062	63	2,137	171,954

The following outages were approved for exclusion as Major Events during the preceding 12-month period and are not included in the above calculations:

Major Event Exclusions		
Date	# of Customers Affected	Customer Minutes
11/15/2018	7,036	838,839
1/9/2019	1,811	278,001
4/15/2019	2,695	757,999
5/29/2019	1,379	173,787
6/26/2019	868	65,664
9/11/2019	1,114	112,647

§ 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 Analysis by Cause				
Outage Cause	Number of Interruptions	% of Interruptions	Number of Customers Affected	Customer Interruption Minutes
Off R/W Trees	18	29%	749	61,523
On R/W Trees	2	3%	21	2,532
Animal	13	21%	289	10,158
Weather	8	13%	388	46,108
Equipment	17	27%	556	38,262
Vehicle	0	0%	0	0
Other	5	8%	134	13,371
Total	63		2,137	171,954

Discussion

Reliability indices remained stable in the third quarter of 2019, with slight improvements in SAIDI, SAIFI and CAIDI. Total interruptions, both non-event and excluded, as well as total customers affected and minutes interrupted were all slightly lower in the third quarter. The latter half of the summer, while still rainy to start, was relatively mild. As the ground dried and stabilized, fewer tree related outages occurred.