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of Service

January 27th, 2020

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,

Please find the enclosed Fourth 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", with a stylized flourish at the end.

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
Fourth Quarter, 2019

Prepared by Nathan Johnson, PE
Sr Director of Engineering & Operations
570-522-6143
johnsomn@citizenselectric.com
January 27th, 2020

§ 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

No Major Events were reported during the fourth quarter.

§ 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	0.28
SAIDI	21.5
CAIDI	77.0

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,060	59	1,969	151,592

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
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	15	25%	1,068	80,968
On R/W Trees	4	7%	57	5,432
Animal	11	19%	149	7,460
Weather	6	10%	124	12,676
Equipment	19	32%	465	33,555
Vehicle	1	2%	4	714
Other	3	5%	102	10,787
Total	59		1,969	151,592

Discussion

Reliability indices again remained stable in the fourth quarter of 2019, with slight improvements in SAIFI, SAIDI and CAIDI. Weather was relatively mild, and no major events of any cause were experienced. There were no significant shifts in the cause or quantity of any individual outage causes. The Company will retain its focus on reliability in 2020 and strive for continued improvements throughout the coming year.