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of Service

January 27, 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 amendment to Page Three (3) of the Fourth Quarter Reliability Report for Citizens' Electric Company. Changes were made to two outage cause categories: 'On R/W Trees' and 'Other' (highlighted & bold) to correct an error found after the initial filing dated January 17, 2020.

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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§ 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 | 5 | 8% | 144 | 15,473 |
| Animal | 11 | 19% | 149 | 7,460 |
| Weather | 6 | 10% | 124 | 12,676 |
| Equipment | 19 | 32% | 465 | 33,555 |
| Vehicle | 1 | 2% | 4 | 714 |
| Other | 2 | 3% | 15 | 746 |
| Total | 59 | | 1,969 | 151,592 |