



April 24, 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 First 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
 First Quarter, 2020

Prepared by Nathan Johnson, PE
 Sr Director of Engineering & Operations
 570-522-6143
johnsomm@citizenselectric.com
 April 24, 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
1/21/2020	07:31	96	1,028	At approximately 0730hrs on Tuesday, January 21 st , a primary conductor on a three-phase line broke at an angle clevis, causing the circuit recloser to trip to lockout, interrupting all 1,028 customers on the 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.

Rolling 12-Month Reliability Indices	
Index	Value
SAIFI	0.12
SAIDI	10.7
CAIDI	87.6

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,055	48	860	75,367

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
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
1/21/2020	1,028	43,584

§ 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	10	21%	485	40,059
On R/W Trees	5	10%	144	15,473
Animal	9	19%	87	4,985
Weather	4	8%	18	1,413
Equipment	18	38%	106	9,716
Vehicle	1	2%	17	3,379
Other	1	2%	3	342
Total	48		860	75,367

Discussion

The Company saw very little outage activity in the first quarter of 2020, with only seven outages affecting a total of 42 customers. Outage causes were typical, with trees and equipment accounting for the majority of cases. Company line staff took advantage of mild weather to begin annual programmatic inspections, completing 69% of infrared inspections and correcting 22 'hotspots' in the first quarter. Annual visual pole line inspections were also completed. This activity avoids future outages and contributes to the Company's summer storm readiness. With continued vigilance and a responsive line staff, the Company is well positioned to maintain strong reliability performance and a positive customer experience in 2020.