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of Service

July 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 Second 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", with a stylized flourish at the end.

Nathan Johnson, PE

Vice President 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  
 Second Quarter, 2020

Prepared by Nathan Johnson, PE  
 Vice President of Engineering & Operations  
 570-522-6143  
[johnsomn@citizenselectric.com](mailto:johnsomn@citizenselectric.com)  
 July 27, 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 occurred during the second 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.**

<b>Rolling 12-Month Reliability Indices</b>	
<b>Index</b>	<b>Value</b>
SAIFI	0.12
SAIDI	11.0
CAIDI	90.3

<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>
7,049	42	858	77,512

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>
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.**

<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	9	21%	453	41,805
On R/W Trees	4	9%	124	13,011
Animal	9	21%	144	8,564
Weather	3	7%	17	1,335
Equipment	13	31%	96	8,826
Vehicle	2	5%	20	3,532
Other	2	5%	4	439
<b>Total</b>	<b>42</b>		<b>858</b>	<b>77,512</b>

## **Discussion**

The second quarter of 2020 saw an increase in outage activity from a very calm first quarter, which is typical as summer storm activity increases. A total of fifteen outages affected 166 customers. Reliability indices increased slightly but remain within PUC benchmarks. The most common causes of outages were animals and off right-of-way trees, respectively, accounting for about two thirds of interruptions and nearly 90% of customer minutes interrupted. The Company remains vigilant of common outage causes and has worked to scope a reliability improvement for an area identified as having several tree related outages in 2020. Citizens' customers continue to enjoy a high standard of service reliability and the Company remains committed to proactively managing outage causes.