



Over a Century  
of Service

November 10, 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 Third Quarter Reliability Report for Citizens' Electric Company.

Note that this request has been submitted outside of typical filing deadlines, pursuant to the deadline extension granted by TUS Director Paul Diskin in a November 5, 2020 letter.

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)  
John Van Zant (via email)

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*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

Citizens' Electric Company  
Quarterly Service Reliability Report  
Third Quarter, 2020

Prepared by Nathan Johnson, PE  
Vice President of Engineering & Operations  
570-522-6143  
[johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com)  
November 10, 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
7/8/20	17:46	591	2,463	At approximately 1745hrs on July 8th, a strong thunderstorm moved through Citizens' service area. The storm brought down trees that took down primary lines in several locations from outside the right-of-way. Two distribution feeders were interrupted.
8/27/20	18:58	1,546	2,070	At approximately 1850hrs on 8/27, a severe storm entered Citizens' service area moving southeast across Union County. The storm produced heavy rains and damaging winds in excess of 60mph. The strongest winds followed a similar track, affecting customers from an area north of Vicksburg southeast towards Winfield. Downed trees as well as limbs and debris propelled by high winds were responsible for all outages.
9/30/20	03:37	113	1,326	At approximately 0335hrs on 9/30, a tree limb fell on a three-phase line section during a period of heavy rainfall.

**§ 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	0.14
SAIDI	12.5
CAIDI	90.0

<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>
7,040	54	981	88,274

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>
1/21/2020	1,028	43,584
7/8/2020	2,463	441,304
8/27/20	2,070	532,190
9/30/20	1,326	149,992

**§ 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	13	24%	494	44,621
On R/W Trees	3	6%	55	5,636
Animal	13	24%	241	14,901
Weather	2	4%	14	898
Equipment	115	28%	100	9,274
Vehicle	4	7%	48	4,864
Other	4	7%	29	8,080
<b>Total</b>	<b>54</b>		<b>981</b>	<b>88,274</b>

## Discussion

The third quarter of 2020 saw a further increase in outage activity from the preceding two quarters. As the summer months tend to be the most active in terms of stormy weather, such an increase is not anomalous. Reliability indices increased slightly in proportion to the number outages, but remained under benchmark levels, attesting to the Company's quick response and restoration efforts. Of note are three major events in the third quarter, demonstrating a significant increase in severe weather events as opposed to the first half of the year. The August 27<sup>th</sup> event was the most severe, with 24 trouble locations across the Company's nine distribution circuits. Quick response followed by a 24/7 restoration effort resulted in 87% of customers restored within 6 hours. After isolation of damaged line sections and restoration of otherwise unaffected customers, the remaining 267 customers were restored in slightly over 24 hours.

The Company views all outages, but particularly major events, as learning opportunities to better serve our customers. As such, these events were analyzed and discussed with employees to identify successes, improvement opportunities and trends that may lead to quicker restorations during future outage responses.