



January 28, 2021

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", written over a light blue horizontal line.

Nathan Johnson, PE

Vice President of Engineering & Operations

cc: Dan Searfoorce (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
 Fourth Quarter, 2020

Prepared by Nathan Johnson, PE
 Vice President of Engineering & Operations
 570-522-6143
johnsonn@citizenselectric.com
 January 28, 2021

§ 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
11/15/2020	11:26	146	1,326	A squirrel contacted a 3ph underground terminator on a section of line protected by the substation recloser, tripping the recloser to lockout.

§ 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	0.08
SAIDI	6.9
CAIDI	86.7

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,045	43	561	48,645

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
1/21/2020	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
11/15/20	1,326	116,984

§ 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	11	26%	124	19,391
On R/W Trees	1	2%	19	2,736
Animal	9	21%	158	8,944
Weather	3	7%	21	1,363
Equipment	13	30%	58	5,503
Vehicle	2	5%	28	1,332
Other	4	9%	153	9,376
Total	43		561	48,645

Discussion

The fourth quarter of 2020 marked a positive conclusion with respect to reliability in otherwise difficult year for both the Company and its customer alike. The year ended with all three major reliability indices well below benchmark levels, with SAIFI at only 0.08. This quarter continues a consistent trend of improvement over the past two years.

Major causes of outages were equipment failures, off right-of-way trees and animals, respectively, which are typical for the Company. Focus on these causes will continue, with company personnel instructed to remain vigilant for possible outage precursors, as well as programmatic work structured to mitigate future outages. Such work includes continued porcelain cutout replacements, off-right-of-way hazard tree identification and removal efforts during the Company's annual trimming program, and identification of high-risk areas for animal contacts during visual and infrared line inspections.