



April 23, 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 First Quarter Reliability Report for Citizens' Electric Company. Please contact me at 570-522-6143 or johnsonn@citizenelectric.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)

1775 Industrial Blvd., Lewisburg, PA 17837
570-524-2231 ♦ www.citizenelectric.com ♦ Fax 570-524-5887

Serving the Wonderful Lewisburg-Buffalo Valley since 1911

Citizens' Electric Company
 Quarterly Service Reliability Report
 First Quarter, 2021

Prepared by Nathan Johnson, PE
 Vice President of Engineering & Operations
 570-522-6143
johnsonn@citizenselectric.com
 April 23, 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
2/16/2021	17:33	272	875	A pole top broke due to a failed insulator which had started a fire. The incident pole was on a section of 3-phase line supplied directly from the substation and resulted in the substation recloser tripping to lockout, interrupting all 875 customers on the circuit.
3/1/2021	19:47	115	760	At approximately 19:45hrs on 3/1/21, an anchor guy failed on a section of three-phase wire supplied directly by the substation. The resulting movement of the pole cause phase wires to entangle, tripping the circuit 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	0.16
SAIDI	14.1
CAIDI	88.3

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,047	51	1,125	99,334

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
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
2/16/21	875	237,475
3/1/21	760	87,159

§ 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	19	37%	700	70,871
On R/W Trees	1	2%	19	2,736
Animal	9	18%	158	8,944
Weather	3	6%	16	1,045
Equipment	14	27%	54	5,372
Vehicle	2	4%	28	1,332
Other	3	6%	150	9,034
Total	51		1,125	99,334

Discussion

The first quarter saw a slight increase in interruptions, with two large outages contributing a measurable increase to reliability indices. Still, performance remains strong, with SAIFI, SAIDI and CAIDI below Citizens' benchmarks. Reliability remains stable, and the Company looks to continue its overall positive trend over the coming year.

Major causes of outages were, off right-of-way trees, equipment failures 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. The majority of the Company's annual tree work was completed in the first quarter, as was most of the scheduled follow-up work from 2020 I&M inspections. This work strengthens the Company's system for the coming summer thunderstorm season.