



July 30, 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 Second 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", with a stylized flourish at the end.

Nathan Johnson, PE
Vice President of Engineering & Operations

cc: Dan Searfoorce (via email)
John Van Zant (via email)

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

Prepared by Nathan Johnson, PE
Vice President of Engineering & Operations
570-522-6143
johnsonn@citizenselectric.com
July 30, 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
4/11/2021	06:32	68	1,460	At approximately 0630hrs on April 11, 2021, a vehicle struck an anchor adjacent to SR45, the guy wire broke and swung over the phase wires, causing a fault. The location is supplied directly by the substation and resulted in interruption to all 1,460 customers on the circuit.
4/30/2021	16:30	142	880	At approximately 1630hrs on April 30, 2021, a portion of an off-right-of-way tree broke free during a period of strong winds and fell onto an overhead three-phase line supplied directly from the substation. The circuit tripped to lockout, interrupting 880 customers.
6/30/2021	16:19	566	3,009	At approximately 1615hrs on June 30, 2021, a line of severe thunderstorms entered Citizens' service area. The storm line crossed over the service area over a period of approximately 25 minutes. Lightning, debris born by strong winds and fallen trees caused damage in multiple locations. Ultimately, three circuits were interrupted in addition to several smaller interruptions.

§ 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	0.19
SAIDI	14.7
CAIDI	77.5

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,057	43	1,334	103,403

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
4/11/21	1,460	100,570
4/30/21	880	71,076
6//30/21	3,009	431,161

§ 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	18	42%	1,005	79,095
On R/W Trees	1	2%	19	2,736
Animal	7	16%	73	3,735
Weather	2	5%	9	550
Equipment	11	26%	46	4,559
Vehicle	2	5%	33	3,791
Other	2	5%	149	8,937
Total	43		1,334	102,403

Discussion

During the second quarter, Citizens' experienced only seven outages, with two contributing the bulk of customer impact. These were both caused by off-right-of-way trees. Overall, the Company's indices remain stable, with SAIFI and SAIDI increasing slightly and CAIDI decreasing. All three indices remain below the Company's benchmark standards.

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. The Company's annual vegetation management work was concluded in the second quarter, in advance of the onset of summer 'T&L Season.' Additionally, as equipment failures have consistently ranked as a top cause of outages in recent quarters, the company has devoted additional resources to the proactive replacement of possible outage-causing components.