



January 26, 2022

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](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)  
John Van Zant (via email)  
Harry Bidelspach (via email)

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*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

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

Prepared by Nathan Johnson, PE  
Vice President of Engineering & Operations  
570-522-6143  
[johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com)  
January 26, 2022

**§ 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
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*No excludable major events occurred during the fourth 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	0.27
SAIDI	25.6
CAIDI	94.1

<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>
7,075	61	1,926	181,274

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>
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
8/11/21	1,038	81,734
8/20/21	883	15,320

**§ 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	34	56%	1,383	138,650
On R/W Trees	0	0%	0	0
Animal	8	13%	14	785
Weather	7	11%	16	1,523
Equipment	8	13%	78	8,388
Vehicle	2	3%	378	28,077
Other	2	3%	57	3,851
<b>Total</b>	<b>61</b>		<b>1,926</b>	<b>181,274</b>

## **Discussion**

The fourth quarter saw a return to more typical outage activity, with eleven total outages and no excludable major events. Compared to an even milder Q4 of 2020, however, the primary reliability indices still rose slightly. All indices remained within PUC standard thresholds for the Company and CAIDI was also well under the benchmark value. On a three-year basis, SAIFI, SAIDI and CAIDI all remain within the PUC standard.

Major causes of outages were off right-of-way trees, animal contacts and equipment failures, respectively. These are typically the top contributors for Citizens.' The company remains committed to monitoring and mitigating tree caused outages and expects to secure its 2022 tree clearing contract early in 2022 to maximize the volume of clearing work completed before foliage appears and the summer storm season returns.