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of Service

April 27, 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 First Quarter Reliability Report for Citizens' Electric Company. Please contact me at 570-522-6143 or [johnsonn@citizenelectric.com](mailto: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)  
Harry Bidelspach (via email)

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*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

Citizens' Electric Company  
 Quarterly Service Reliability Report  
 First Quarter, 2022

Prepared by Nathan Johnson, PE  
 Vice President of Engineering & Operations  
 570-522-6143  
[johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com)  
 April 27, 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 first 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	0.22
SAIDI	21.7
CAIDI	97.9

<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>
7,081	53	1,566	153,332

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>
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	29	55%	1,030	111,259
On R/W Trees	0	0%	0	0
Animal	10	19%	17	918
Weather	6	11%	14	1,438
Equipment	4	8%	70	7,789
Vehicle	2	3%	378	28,077
Other	2	2%	57	3,851
<b>Total</b>	<b>53</b>		<b>1,566</b>	<b>153,332</b>

## **Discussion**

The first quarter saw relatively low outage activity, and improvements in reliability indices as a result. SAIFI, SAIDI and CAIDI all remain within PUC standards for the Company for both rolling 12-month and 3-yr calculations.

Major causes of outages were off right-of-way trees and animal contacts, respectively. These are typical top contributors for Citizens.' The Company remains committed to monitoring and mitigating tree caused outages and has released its 2022 tree trimming work for execution. The contractor is expected to complete the work in the second quarter, prior to the peak of summer storm season.