



July 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 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", is written over a light blue horizontal line.

Nathan Johnson, PE
Chief Operating Officer

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

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

Prepared by Nathan Johnson, PE
 Chief Operating Officer
 570-522-6143
johnsonn@citizenselectric.com
 July 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 second 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.

Rolling 12-Month Reliability Indices	
Index	Value
SAIFI	0.20
SAIDI	22.4
CAIDI	112.4

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,088	67	1,413	158,816

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
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.

Outage Analysis by Cause				
Outage Cause	Number of Interruptions	% of Interruptions	Number of Customers Affected	Customer Interruption Minutes
Off R/W Trees	33	49%	758	109,547
On R/W Trees	0	0%	0	0
Animal	15	22%	121	8,913
Weather	6	9%	14	1,438
Equipment	7	10%	73	8,190
Vehicle	1	1%	370	25,465
Other	5	7%	77	5,263
Total	67		1,413	158,816

Discussion

The second quarter saw relatively an increase in outage activity—as is typical from the first quarter into the second—but little change in overall performance indices. While the company did report an increase in CAIDI from 97.9 to 112.4, it should be noted that the average restoration time on a per-outage basis actually decreased by 20 minutes from the first quarter's rolling 12-month average.

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 it's 2022 tree trimming work is under way. The company is well positioned and ready for the more sever thunderstorm activity usually seen in the third quarter.