



Over a Century  
of Service

October 25, 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 Third 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  
Chief Operating Officer

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  
 Third Quarter, 2022

Prepared by Nathan Johnson, PE  
 Chief Operating Officer  
 570-522-6143  
[johnsonn@citizenselectric.com](mailto:johnsonn@citizenselectric.com)  
 October 25, 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 third 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	0.19
SAIDI	18.9
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>
7,095	53	1,371	134,246

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>

*No excludable major events occurred during the past twelve months.*

**§ 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	24	45%	767	91,444
On R/W Trees	0	0%	0	0
Animal	17	32%	142	10,829
Weather	1	2%	10	683
Equipment	5	9%	6	700
Vehicle	1	2%	370	25,465
Other	5	9%	76	5,125
<b>Total</b>	<b>53</b>		<b>1,371</b>	<b>134,246</b>

## **Discussion**

Reliability indices improved slightly in the third quarter, moving all indices below the Company's PUC Benchmark threshold. For the fourth consecutive quarter, the Company reported no excludable major events, so reported indices reflect all unplanned interruptions experienced by customers.

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, as always, to monitoring and mitigating tree caused outages and it's 2022 tree trimming work now complete.