



Over a Century  
of Service

April 28, 2023

Ms. Rosemary Chiavetta  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

M-2023-3039027

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 [andersonp@citizenselectric.com](mailto:andersonp@citizenselectric.com) if I can answer any questions.

Best Regards,

A handwritten signature in black ink that reads "Patrick F. Anderson".

Patrick F. Anderson  
Senior Director 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, 2023

Prepared by Patrick F. Anderson  
 Senior Director of Engineering & Operations  
 570-522-6143  
[andersonp@citizenselectric.com](mailto:andersonp@citizenselectric.com)  
 April 28, 2023

**§ 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	0.28
SAIDI	26.9
CAIDI	94.9

<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>
7,115	59	2,018	191,471

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 previous rolling 12-month period.*

**§ 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	25	42%	1,087	120,559
On R/W Trees	0	0%	0	0
Animal	14	24%	162	11,603
Weather	2	3%	31	2,713
Equipment	10	17%	78	6,347
Vehicle	3	5%	603	43,747
Other	5	8%	57	6,502
<b>Total</b>	<b>59</b>		<b>2,018</b>	<b>191,471</b>

## **Discussion**

There were only four permanent outages in the first quarter, improving reliability indices as a result from the last quarter. SAIFI and SAIDI are above the Company's PUC Benchmark threshold and CAIDI remains below for the rolling 12-month period. These metrics all meet the thresholds for the 3-yr calculations. For the sixth consecutive quarter, the Company reported no excludable major events, so reported indices reflect all unplanned interruptions experienced by customers.

The few outages this past quarter were a result of an animal contact, two equipment failures, and an off R/W tree. The Company remains committed to monitoring and mitigating tree caused outages. As of the submittal date of this report, the 2023 tree trimming work has been completed ahead of schedule. The company is well positioned and ready for the more severe thunderstorm activity usually seen in the second and third quarters.