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of Service

October 26, 2023

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

M-2023-3039027- jbs

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 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)

1775 Industrial Blvd., Lewisburg, PA 17837
570-524-2231 ♦ www.citizenselectric.com ♦ Fax 570-524-5887

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Citizens' Electric Company
 Quarterly Service Reliability Report
 Third Quarter, 2023

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 October 26, 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

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.

Rolling 12-Month Reliability Indices	
Index	Value
SAIFI	0.47
SAIDI	43.3
CAIDI	91.8

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,132	60	3,365	308,856

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
4/1/23	801	97,272

§ 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	23	38%	1,602	173,161
On R/W Trees	0	0%	0	0
Animal	10	17%	81	4,616
Weather	5	8%	122	17,976
Equipment	12	20%	39	4,131
Vehicle	7	12%	947	87,685
Other	3	5%	574	21,287
Total	60		3,365	308,856

Discussion

Reliability indices declined slightly in the third quarter, as there were 21 permanent outages. SAIFI and SAIDI are above the Company's PUC Benchmark threshold and CAIDI remains below for the rolling 12-month period.

Major causes of outages were equipment failures this past quarter, six outages due to failed cutouts, arresters, and one overhead transformer. Off R/W tree outages remain the highest impact to overall CMI, but vehicle-related outages are a close second. The largest CMI outage was a result of a tractor trailer contacting fiber cables attached to our poles on August 3. As a result, two broken poles needed to be replaced. The entire crew responded to this event and restored most of the customers by switching a tie air brake to an adjacent feeder. The crew remained working after normal business hours to clean up the area to make it safe for pedestrian and roadway traffic and to restore the remaining customers.

A large focus this past quarter has been identifying old porcelain equipment and replacing arresters and cutouts proactively. The Company also hired a contractor to perform a pilot aerial inspection on a circuit that has seen more activity this past year. This effort also helps the Company to understand the effectiveness of utilizing newer infrared technology to identify potential equipment failures. At the time of this submitted report, the Company has yet to receive the results from the inspections that were performed but expect to receive them by the month's end to evaluate if additional circuits should be included in future years as a larger project. As always, the Company remains committed to monitoring and mitigating equipment and tree-caused outages.