



Over a Century  
of Service

November 14, 2023

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

RE: Docket No. M-2023-3039027 – Quarterly Reliability Report

Dear Secretary Chiavetta,

Please find the enclosed Revised Fourth Quarter Reliability Report for Citizens' Electric Company. This supersedes the previous Fourth Quarter Reliability Report which was initially filed on January 30<sup>th</sup> of this year. That initial report shall be removed and replaced with this revised report. 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". The signature is written in a cursive style with a large, stylized initial "P".

Patrick F. Anderson  
Senior Director of Engineering and 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  
 Fourth Quarter, 2022

Prepared by Patrick F. Anderson  
 Senior Director of Engineering and Operations  
 570-522-6143  
[andersonp@citizenselectric.com](mailto:andersonp@citizenselectric.com)  
 November 14, 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 fourth 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	0.27
SAIDI	27.5
CAIDI	100.5

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,116	62	1,947	195,608

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

*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	29	47%	1,328	147,148
On R/W Trees	0	0%	0	0
Animal	15	24%	164	11,683
Weather	3	5%	38	3,210
Equipment	8	13%	57	4,858
Vehicle	2	3%	303	22,207
Other	5	8%	57	6,502
<b>Total</b>	<b>62</b>		<b>1,947</b>	<b>195,608</b>

## Discussion

Reliability indices declined slightly in the fourth quarter, moving SAIFI right at the Company's PUC Benchmark threshold. This shift was mostly due to a single circuit breaker outage in December that affected 531 customers, or 7.5% of all customers. Excluding this one outage, all indices would have been farther below the Company's PUC Standard threshold. This highlights the volatile nature of reliability indices for small utilities. Despite this, Citizens' customers continue to consistently experience some of the highest levels of reliability in the state. For the fifth 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 has released its 2023 tree trimming work for contract bids. The contractor awarded the bid will be expected to complete the majority of the work in the second quarter, prior to the peak of summer storm season.