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of Service

January 30, 2024

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 Fourth 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". The signature is written in a cursive style with a large, prominent 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, 2023

Prepared by Patrick F. Anderson  
 Senior Director of Engineering and Operations  
 570-522-6143  
[andersonp@citizenselectric.com](mailto:andersonp@citizenselectric.com)  
 January 30, 2024

**§ 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.**

<b>Rolling 12-Month Reliability Indices</b>	
<b>Index</b>	<b>Value</b>
SAIFI	0.32
SAIDI	29
CAIDI	89.8

<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>
7,146	42	2,309	207,294

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>
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.**

<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	13	31%	960	106,790
On R/W Trees	0	0%	0	0
Animal	9	21%	52	3,398
Weather	4	10%	101	15,946
Equipment	9	21%	34	3,665
Vehicle	5	12%	624	61,196
Other	2	5%	538	16,299
<b>Total</b>	<b>42</b>		<b>2,309</b>	<b>207,294</b>

## **Discussion**

A strong fourth quarter allowed reliability indices to improve over the previous 12-month period, SAIFI is slightly above the Company's PUC Benchmark threshold and SAIDI and CAIDI are both well below the Company's PUC Benchmark threshold. There were no equipment, animal, or tree-related permanent outages during the fourth quarter, only two vehicle accidents related to farming equipment snagging low hanging communications cables attached to our poles. These two outages affecting a combined 280 customers occurred only a week apart from each other in November and accounted for all the CMI for the entire quarter.

Citizens' customers enjoyed one of the best quarters for reliability the company has ever had on record and continue to consistently experience some of the highest levels of reliability in the state. The Company remains committed, as always, to monitoring and mitigating tree-caused outages which are typically the most common causes. The Company will be releasing its 2024 tree trimming work for contract bids in February. The contractor awarded the bid will be expected to complete most of the work in the second quarter, prior to the peak of summer storm season.