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April 26, 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 First 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". The signature is written in a cursive style with a large, prominent initial "P".

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, 2024

Prepared by Patrick F. Anderson
Senior Director of Engineering & Operations
570-522-6143
andersonp@citizenselectric.com
4/26/2024

§ 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
1/14/24	11:24	758	917	At approximately 11:24 hours on 1/14/24, a heavy snowfall caused several trees to sag down over the primary lines from outside the right-of-way. There were no broken trees or limbs that caused the several outages that occurred, but many limbs had to be cleaned off or trimmed while the line was de-energized in order to gain appropriate clearances and safely restore customers. The largest outage was an interruption to 898 customers for two hours and ten minutes. The remaining four outages were small in size, caused by equipment failures and trees off right-of-way. Citizens' continues to focus on proactively replacing old porcelain cutouts to mitigate failures and identifying danger trees from outside the right-of-way.

§ 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	0.49
SAIDI	49.8
CAIDI	102.2

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,143	56	3,483	355,841

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
1/14/24	917	120,342

§ 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	21	38%	2,126	253,899
On R/W Trees	0	0%	0	
Animal	9	16%	57	3,666
Weather	4	7%	101	15,946
Equipment	12	21%	34	4,564
Vehicle	6	11%	625	61,227
Other	4	7%	540	16,539
Total	56		3,483	355,841

Discussion

The Company experienced slight increases in SAIDI, CAIDI, and SAIFI during the 1st Quarter. Outages caused by off right-of-way trees and failed equipment increased more than the other categories. Outages caused by vehicles decreased, which was the biggest contributor of SAIFI in the previous quarter.

Two of the most impactful outages this past quarter were a result of off right-of-way trees on a shared property line involving three customers. Since then, the company met with the property owners and received approval from each of them to remove additional dead and unhealthy trees in that area. Several unhealthy and dead pine trees were identified and will be removed this spring. As a result, the Company remains committed to monitoring and mitigating tree caused outages. 2024 tree trimming work will commence and is expected to be completed before the end of the 2nd Quarter which will help the company prepare for severe thunderstorm activity in the summer season.