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July 29th, 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 2nd 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)

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Serving the Wonderful Lewisburg-Buffalo Valley since 1911

Citizens' Electric Company
 Quarterly Service Reliability Report
 Second Quarter, 2024

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 7/29/2024

§ 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 |
|------|------|--------------------|--------------------|-------|
|------|------|--------------------|--------------------|-------|

No excludable major events occurred during the second 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 | 0.52 |
| SAIDI | 66.3 |
| CAIDI | 128.3 |

| Reliability Indices – Supporting Data | | | |
|--|---------------------------|--------------------------------|-------------------------|
| Total # of Customers Served | # of Interruptions | # of Customers Affected | Customer Minutes |
| 7,149 | 57 | 3,693 | 473,921 |

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 |
| 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 | 22 | 39% | 2,577 | 364,957 |
| On R/W Trees | 0 | 0% | 0 | 0 |
| Animal | 9 | 16% | 71 | 5,842 |
| Weather | 4 | 7% | 38 | 4,456 |
| Equipment | 12 | 21% | 48 | 6,175 |
| Vehicle | 7 | 12% | 718 | 72,315 |
| Other | 3 | 5% | 241 | 20,176 |
| Total | 57 | | 3,693 | 473,921 |

Discussion

Reliability indices SAIDI, CAIDI, and SAIFI increased over the past quarter, mainly due to off right-of-way trees and animals. Outages caused by failed equipment decreased to a single outage, which accounted for 21% of the overall outages in the previous quarter. Still, off right-of-way trees and a single three-phase outage where nothing was found contributed the most to SAIFI.

The company completed clearing of an inaccessible three-phase section of line that had been problematic this past quarter. The company met with the property owners and received approval from each of them to remove additional dead and unhealthy trees in that area. As a result, the Company remains committed to monitoring and mitigating tree caused outages during a year of faster vegetation growth than normal due to a wet spring. 2024 tree trimming work is nearly completed and the company will focus on pole inspections heading into the 3rd quarter.