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October 28th, 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 3rd 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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Citizens' Electric Company
 Quarterly Service Reliability Report
 Third Quarter, 2024

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 10/28/2024

§ 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
7/22/24	16:44	183	1057	At approximately 16:44 on 7/22/24, a flock of birds made contact between the three-phase primary and insulating hardware on the pole causing tracking during a period of heavy rain. The breaker at the substation tripped to lockout interrupting 1,057 customers. Meanwhile, a downstream recloser on the same feeder locked out due to a failed anderlite bracket causing a phase to ground fault. An additional crew was called out to patrol the line and to perform switching for partial restoration of the backbone. The final customers were restored after repairs were made three hours from the initial breaker operation at 19:47
8/9/24	16:36	150	1058	Hurricane Debby brought several inches of rain, causing multiple outages and a steady stream of non-outage calls. Crews were busy throughout the day and into the evening, assessing and repairing damage, and restoring outages. Restoration efforts were hampered by flooded roads and heavy rain. The greatest impact was a circuit interruption affecting 1,058 customers due to a tree off R/W.

8/25/24	13:05	107	771	<p>At approximately 13:05 over the weekend on 8/25/24, a vehicle struck a three-phase pole near the substation causing the breaker to trip to lockout. It was a clear and calm day when 771 customers were interrupted. A crew was dispatched and made temporary repairs to the pole, bracing it in order to get customers back on sooner. The pole was then planned to be replaced at a later time after the situation was made safe. The breaker was restored at 14:53 for all 771 customers.</p>
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§ 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	0.40
SAIDI	53.0
CAIDI	131.8

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,159	54	2,878	379,260

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
7/22/24	1,057	73,124
8/9/24	1,058	159,352
8/25/24	771	83,036

§ 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	41%	1,985	306,002
On R/W Trees	0	0%	0	0
Animal	10	19%	159	8,475
Weather	1	2%	6	367
Equipment	10	19%	78	9,265
Vehicle	7	13%	405	34,943
Other	4	7%	245	20,208
Total	54		2,878	379,260

Discussion

The Company saw improvements to reliability indices as the rolling 12-month SAIFI and SAIDI decreased this past quarter while CAIDI remained about the same. There were less customers being impacted per outage for about the same number of outages as the last quarter. Off right-of-way trees accounted for most of the customer minutes interrupted, but nearly evenly distributed with vehicles, failed equipment, and animal-related outages.

Single-phase recloser replacements and pole inspection follow-ups have been completed this past quarter. Additionally, due to a higher growth season, the Company has begun its review of the following year's trimming plans earlier than usual to get a head start in 2025. The Company remains committed, as always, to monitoring and mitigating tree caused outages and its 2024 tree trimming work is now complete.