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January 30th, 2025

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 4th 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
 Fourth Quarter, 2024

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 1/30/2025

§ 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	0.45
SAIDI	64.3
CAIDI	143.7

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,176	59	3,209	461,213

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
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	23	39%	2,521	401,097
On R/W Trees	0	0%	0	0
Animal	13	22%	220	11,550
Weather	1	2%	6	367
Equipment	13	22%	92	10,306
Vehicle	5	8%	125	17,685
Other	4	7%	245	20,208
Total	59		3,209	461,213

Discussion

Rolling 12-month reliability indices increased across the board this past quarter, but not because of poor performance in the fourth quarter. There were a total of seven outages, nearly evenly distributed between equipment-related and animal-related. These six out of seven outages accounted for less than 5% of the total CMI for the quarter. The single largest single outage was caused by an off right-of-way tree on a three-phase line and made up the vast majority of the CMI for the quarter. Q4 of 2023 dropped off the list for contributing to the rolling 12-month indices and was one of the best quarters of reliability the Company has ever had. It was followed up by Q1 of 2024 which remains for one more quarter and brings up the averages of the indices because of the many winter storm outages in January of last year.

The Company released its 2025 tree trimming work for contract bids ahead of schedule in order to get ahead of the heavy growth season in 2024. The contractor awarded the bid will be expected to complete most of the work by the end of the second quarter, prior to the peak of summer storm season. The Company remains committed, as always, to monitoring and mitigating tree caused outages which often have the largest impact to our system.