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April 29, 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 First 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 & Operations

cc: Dan Searfoorce (via email)  
John Van Zant (via email)

1775 Industrial Blvd., Lewisburg, PA 17837  
570-524-2231 ♦ [www.citizenselectric.com](http://www.citizenselectric.com) ♦ Fax 570-524-5887

*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

Citizens' Electric Company  
 Quarterly Service Reliability Report  
 First Quarter, 2025

Prepared by Patrick F. Anderson  
 Senior Director of Engineering & Operations  
 570-522-6143  
[andersonp@citizenselectric.com](mailto:andersonp@citizenselectric.com)  
 4/29/2025

**§ 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 first 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	0.28
SAIDI	43.5
CAIDI	154.4

<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>
7,194	45	2,025	312,618

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>
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.**

<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	15	33%	1,356	254,717
On R/W Trees	0	0%	0	0
Animal	15	33%	225	11,994
Weather	1	2%	6	367
Equipment	8	18%	71	7,918
Vehicle	4	9%	124	17,654
Other	2	4%	243	19,968
<b>Total</b>	<b>45</b>		<b>2,025</b>	<b>312,618</b>

## **Discussion**

The Company experienced significant decreases in SAIDI and SAIFI over the past three months. Three of the four interruptions in the first quarter were single transformer outages due to squirrel contacts affecting a total of 11 customers. The fourth outage was a small tree limb on a service that affected three customers. CAIDI increased slightly due to the extended travel and callout times for the few outages described above.

The Company remains committed to monitoring and mitigating tree-caused outages which are typically the top contributors for Citizens'. 2025 tree trimming work began this year two months ahead of last year's schedule which will help the company prepare for severe thunderstorm activity in the summer season.