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July 29th, 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 enclosed the 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 "P" and "A".

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, 2025

Prepared by Patrick F. Anderson
Senior Director of Engineering & Operations
570-522-6143
andersonp@citizenselectric.com
7/29/2025

§ 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 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	0.31
SAIDI	40.0
CAIDI	127.8

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,212	44	2,258	288,591

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	18	41%	1,852	257,405
On R/W Trees	0	0%	0	0
Animal	13	30%	313	18,241
Weather	0	0%	0	0
Equipment	9	20%	58	6,347
Vehicle	3	7%	31	6,566
Other	1	2%	4	32
Total	44		2,258	288,591

Discussion

Reliability indices SAIDI, CAIDI, and SAIFI increased over the past quarter, mainly due to off right-of-way trees. The Company experienced a single tree-related outage in the first quarter, and so an increased number of outages due to high winds in April caused ten more outages than in the previous quarter.

Overall, reliability indices decreased over the 12-month rolling period due to larger outages dropping off from Q2 of last year. Aerial drone inspections and pole inspections are completed for the year and have also aided in capturing aging infrastructure to mitigate potential interruptions as a result of failed equipment and other vegetation management issues. Additionally, the Company completed mowing and clearing of some problematic rights-of-way this past quarter which helps with accessibility. 2025 tree trimming work is nearing completion as additional scope was recently identified due to fast growth in some areas. The Company remains committed to monitoring and mitigating tree caused outages.