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October 30th, 2025

Mr. Matthew Homsher
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

RE: Docket No. M-2023-3039027 – Quarterly Reliability Report

Dear Secretary Homsher,

Please find enclosed the 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, flowing style.

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, 2025

Prepared by Patrick F. Anderson
Senior Director of Engineering & Operations
570-522-6143
andersonp@citizenselectric.com
10/30/2025

§ 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
8/4/25	13:11	228	1,492	At approximately 13:11 on 8/4/25, a vehicle struck a three-phase pole four miles from the substation causing the breaker to trip to lockout. It was a clear and calm day when 1,492 customers were interrupted as a result of the bottom of the pole being sheared off. Several crews were dispatched; some beginning the repairs and one crew performing switching immediately restoring all but 27 customers within 82 minutes. The pole was replaced once the scene was cleaned up and made safe by first responders since it was unable to be braced temporarily. The final remaining customers were restored at 16:59.

§ 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	0.35
SAIDI	43.3
CAIDI	124.7

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,225	39	2,506	312,565

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
8/4/25	1,492	126,286

§ 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	% of Interruptions	Number of Interruptions	Number of Customers Affected	Customer Interruption Minutes
Off R/W Trees	49%	19	2,257	293,991
On R/W Trees	0%	0	0	0
Animal	23%	9	194	13,293
Weather	0%	0	0	0
Equipment	23%	9	53	5,109
Vehicle	3%	1	1	85
Other	3%	1	1	87
Total	39		2,506	312,565

Discussion

Reliability indices SAIFI and SAIDI slightly increased this past quarter, while CAIDI decreased. The Company experienced six tree-related outages and had four equipment failures which comprised of over 99% of the total CMI in the third quarter. There were no outages caused by animals this past quarter.

The Company remains committed to monitoring and mitigating tree-caused outages which are typically the biggest contributors towards total CMI. The planned 2025 tree trimming work is completed which has aided in reducing the overall amount of exposure due to a fast-growing, wet spring season. However, additional identified scope is now being worked to further mitigate three-phase backbone exposure.