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January 27th, 2026

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 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, flowing style.

Patrick F. Anderson
Senior Director of Engineering & Operations

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

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

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 1/27/26

§ 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	0.32
SAIDI	38.8
CAIDI	121.4

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,232	43	2,314	280,900

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	51%	22	2,094	262,800
On R/W Trees	0%	0	0	0
Animal	16%	7	140	10,673
Weather	2%	1	3	157
Equipment	26%	11	75	7,098
Vehicle	2%	1	1	85
Other	2%	1	1	87
Total	43		2,314	280,900

Discussion

The Company experienced four tree-related outages and had five equipment failures which comprised over 99% of the total CMI in the fourth quarter. There was one animal-related outage affecting a single customer this past quarter. As a result, all rolling 12-month reliability indices slightly decreased this past quarter.

The Company remains committed to monitoring and mitigating tree-caused outages which are typically the biggest contributors towards total CMI. There are newly planned locations which have been identified as higher risk areas for three-phase outages. These locations are budgeted for clearing in the right-of-way in 2026. Contract bids are being released early again in 2026, and the majority of the work will be expected by the end of the 2nd quarter prior to the peak of summer storm season.