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of Service

April 29, 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 1st 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: Clinton McKinley (via email)

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Serving the Wonderful Lewisburg-Buffalo Valley since 1911

Citizens' Electric Company
 Quarterly Service Reliability Report
 First Quarter, 2026

Prepared by Patrick F. Anderson
 Senior Director of Engineering & Operations
 570-522-6143
andersonp@citizenselectric.com
 4/29/2026

§ 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
2/26/26	07:42	240	1,494	<p>At 07:42 on 2/26/26, a squirrel made contact on the primary connection to a transformer causing the breaker to trip to lockout. 1,494 customers were interrupted as a result. 15 minutes prior to the outage event, the affected circuit breaker was placed on hot line tag which was a request from a PPL transmission crew. This was for work that was being done near Citizens' distribution at a separate location on the same feeder. This abnormal configuration is what allowed the circuit breaker to trip to lockout where normally only a dozen customers would have been interrupted. After the crew patrolled all the three-phase and single-phase taps to find the blown fuse and animal, the circuit breaker was re-energized restoring 1,482 customers within the first hour. Final repairs were made where the fault occurred and the remaining 12 customers were put back in service exactly four hours after the initial interruption.</p>

§ 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	0.37
SAIDI	47.7
CAIDI	127.5

Reliability Indices – Supporting Data			
Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
7,241	48	2,707	345,194

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
2/26/26	1,494	88,838

§ 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	48%	23	2,128	266,484
On R/W Trees	0%	0	0	0
Animal	8%	4	129	9,908
Weather	2%	1	3	157
Equipment	29%	14	97	9,579
Vehicle	8%	4	347	58,834
Other	4%	2	3	232
Total		48	2,707	345,194

Discussion

In the past three months, the Company experienced significant increases in vehicle accidents, some of which heavily impacted reliability indices more than other permanent outage causes. Yet, there were still even some vehicle accidents that resulted in callouts but not permanent outages. These did not need to be recorded in the metrics for the quarter but worth noting since there was a lot of time and effort spent cleaning up broken poles and making the scenes safe.

Tree-related outages decreased for the first quarter and the Company experienced three equipment failures totaling 2,481 CMI. Overall, all other outage causes other than vehicles resulted in 11% of the total for the quarter. The Company remains committed to monitoring and mitigating tree-caused outages which are typically the top contributors for Citizens'. 2026 tree trimming work will begin ahead of schedule which will help the company prepare for severe thunderstorm activity in the summer season.