

## CITIZENS' ELECTRIC COMPANY

1775 INDUSTRIAL BLVD • P.O. BOX 551 • LEWISBURG, PA 17837-0551 • (570) 524-2231 • FAX: (570) 524-5887

July 23, 2010

Ms. Rosemary Chiavetta  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the Second Quarter, 2010 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or [kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com) if I can answer any questions.

Sincerely,

A handwritten signature in black ink that reads "John A. Kelchner". The signature is fluid and cursive, with a long horizontal stroke at the end.

John A. Kelchner, PE  
Vice President, Engineering & Operations

cc: Pennsylvania Office of Consumer Advocate  
Pennsylvania Office of Small Business Advocate  
Darren Gill (via email)

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

JUL 26 2010

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Citizens' Electric Company  
Quarterly Service Reliability Report  
Second Quarter, 2010

Prepared by John A. Kelchner, PE  
Vice President of Engineering & Operations  
570-522-6143

[kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com)

July 23, 2010

L-00030161

**§ 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.**

No Major Events occurred during the preceding quarter.

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

§ 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.

Index	Rolling 12-Month Value for Quarter	Benchmark	Rolling 12-Month Standard	Rolling 3-Yr Avg. Standard
SAIFI	0.17	0.20	0.27	0.22
SAIDI	16	21	38	25
CAIDI	94	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,799	63	1,171	110,605

The following outages were submitted for exclusion as Major Events during the preceding 12-month period and are not included in the above calculations:

Date	# of Customers Affected	Customer Minutes
3/6/2010	1,111	108,654
8/9/2009	2,323	405,243

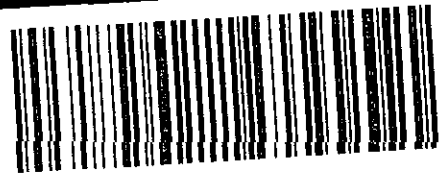
§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, tree related, and so forth. Proposed solutions to identified service problems shall be reported.

Outage Cause	Number of Interruptions	% of Interruptions	Number of Customers Affected	Customer Interruption Minutes
On R/W Trees	2	3	6	311
Animals	25	40	412	16,650
Equipment	17	27	61	5,759
Off R/W Trees	9	14	375	59,647
Weather	5	8	233	16,563
Vehicle	1	2	3	315
Other	4	6	81	11,360
Total	63		1,171	110,605

#### Discussion

The most significant outages occurred on June 7<sup>th</sup> when animal contacts caused two outages affecting a total of 141 customers. All other outages during the period affected small numbers of customers.

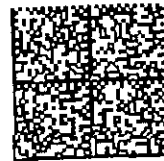
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**CITIZENS' ELECTRIC COMPANY**  
1775 Industrial Boulevard  
P.O. Box 551  
Lewisburg, PA 17837

Rosemary Chiavetta  
PA PUC  
PO Box 3265  
Harrisburg, PA 17105-3265



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