

CITIZENS' ELECTRIC COMPANY

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April 28, 2011

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

L-00030161

Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the First Quarter, 2011 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or kelchnerj@citizenselectric.com if I can answer any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "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

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APR 29 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Citizens' Electric Company
 Quarterly Service Reliability Report
 First Quarter, 2011

Prepared by John A. Kelchner, PE
 Vice President of Engineering & Operations
 570-522-6143
kelchnerj@citizenselectric.com
 April 28, 2011

§ 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.

The following Major Events occurred during the quarter.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
1/12/2011	9:49 AM	36	6,817	The primary PPL 69 kV transmission feed to Citizens' Electric experienced a fault. This interrupted the supply to Citizens' Electric St. Mary St. substation causing a service interruption to all Citizens' customers. Citizens' staff coordinated with PPL dispatchers to initiate switching to an alternate feed. Service was fully restored within 36 minutes.
1/13/2011	3:04 PM	37	6,817	<p>The primary PPL 69 kV transmission feed to Citizens' Electric experienced a fault. This interrupted the supply to Citizens' Electric St. Mary St. substation causing a service interruption to all Citizens' customers. Citizens' staff coordinated with PPL dispatchers to initiate switching. Service was fully restored within 37 minutes.</p> <p>This was the 2nd outage on this PPL transmission line in 2 days and occurred while a PPL contract crew was performing maintenance work on the line. Citizens' staff was involved in dialogue with PPL to identify any opportunities for procedural changes that might help prevent similar outages in the future.</p>

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Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
1/24/2011	8:55 AM	97	825	An industrial customer's employee hit a pole while operating material handling equipment causing a fiberglass pole-top bracket to break which resulted in an interruption to the circuit. The driver was not injured. Service was restored to most customers in less than one hour. All customers had service restored within 97 minutes.
3/6/2011	8:27 PM	767	1,306	The Citizens' Electric service territory received nearly 1.5 inches of rain on March 6, 2011. This was followed by strong winds and approximately 12 inches of wet snow into early March 7. As a result, several large trees came down onto the Company's lines causing short interruptions to a total of 1,306 customers.

Major Events, continued.

§ 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	0.14	0.20	0.27	0.22
SAIDI	11	21	38	25
CAIDI	77	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,839	52	952	73,208

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
1/12/2011	6817	734,708
1/13/2011	6817	252,229
1/24/2011	825	80,025
3/6/2011	1,317	157,042
7/9/2010	1,056	352,704

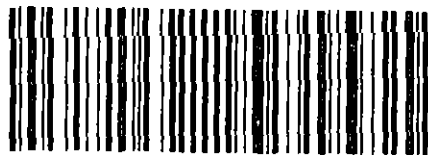
§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, 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	4	289	29,432
Animals	19	37	435	19,901
Equipment	14	27	75	6,500
Off R/W Trees	6	12	41	4,484
Weather	0	0	0	0
Vehicle	3	6	36	2,278
Other	8	15	76	10,613
Total	52		952	73,208

Discussion

Excluding the Major Events mentioned above, all other outages for the preceding quarter affected small numbers of customers. The most significant outage occurred on January 26th when an underground cable failed, interrupting 4 customers for 284 minutes.

CITIZENS' ELECTRIC COMPANY
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