

## CITIZENS' ELECTRIC COMPANY

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July 24, 2012

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

L-00030101

Dear Ms. Chiavetta,

Enclosed please find an original and six copies of the Second Quarter, 2012 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 written in a cursive style with a long horizontal stroke at the end.

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

**RECEIVED**

JUL 25 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

cc: Pennsylvania Office of Consumer Advocate  
Pennsylvania Office of Small Business Advocate  
Yasmin Snowberger, PE (via email)

Citizens' Electric Company  
Quarterly Service Reliability Report  
Second Quarter, 2012

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

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

July 24, 2012

**§ 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 and were approved for exclusion.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
5/4/2012	2:02 AM	578	986	A series of strong thunderstorms moved across the area during the early morning hours. The storms contained frequent lightning, heavy rain and periods of strong winds. Crews worked throughout the night to restore scattered outages as they occurred.

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**§ 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
SAIFI	0.18
SAIDI	28
CAIDI	155

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,820	39	1,232	191,472

The following outages were approved 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
2/16/2012	697	32,759
5/4/2012	986	82,789
8/28/2011	887	64,824
9/27/2011	887	88,700
10/29/2011	1,199	96,114

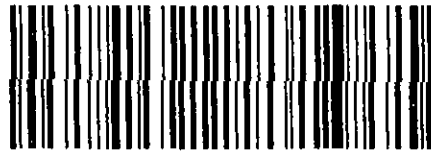
**§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, 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	4	10	39	3,478
Animals	10	26	386	20,344
Equipment	7	18	23	2,568
Off R/W Trees	5	13	661	143,329
Weather	10	26	89	7,706
Vehicle	0	0	0	0
Other	3	8	34	14,047
<b>Total</b>	<b>39</b>		<b>1,232</b>	<b>191,472</b>

### **Discussion**

The Company continued to experience a reduction in the number of outages. The total number of interruptions for the 12 month period ending this quarter was 39, compared to a total of 52 for the period ending last quarter. Correspondingly, fewer customers were affected by outages during the period ending. A handful of outages required slightly longer restoration time than is typical, resulting in an increase to the Company's CAIDI. These outages required significant tree cutting and wire repair and were caused by off right-of-way trees coming down during stormy conditions.

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