



CITIZENS' ELECTRIC COMPANY

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April 29, 2010

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, 2010 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 that reads "John A. Kelchner". The signature is fluid and cursive.

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

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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, 2010

Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
April 29, 2010

§ 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 First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
3/6/2010	8:41 AM	98	1,111	A single substation circuit locked out during calm weather. A comprehensive line patrol was conducted to locate any potential causes. No problems were identified. While no physical evidence was located, it is believed that a squirrel contact was the cause of this outage.

A Request for Major Event Exclusion was submitted on April 12, 2010. No response has been received to date. In the event the exclusion is denied, affected statistics will be recalculated and submitted.

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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	Benchmark	Rolling 12-Month Standard	Rolling 3-Yr Avg. Standard
SAIFI	0.24	0.20	0.27	0.22
SAIDI	22	21	38	25
CAIDI	92	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,793	55	1,632	149,363

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	1	2	5	255
Animals	22	40	187	6,164
Equipment	12	22	315	30,201
Off R/W Trees	8	15	846	93,315
Weather	6	11	234	16,699
Vehicle	1	2	3	315
Other	5	9	42	2,414
Total	55		1632	149,363

Discussion

The most significant outages occurred on March 13th when strong winds resulted in the interruption of a total of 292 customers. All customers were restored within 181 minutes. The quarter was otherwise relatively uneventful.