



CITIZENS' ELECTRIC COMPANY

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July 21, 2011

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

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

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

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

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

kelchnerj@citizenselectric.com

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§ 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 quarter.

§ 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	0.26	0.20	0.27	0.22
SAIDI	25	21	38	25
CAIDI	96	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,825	51	1804	172,411

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
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	346	33,204
Animals	14	27	292	15,941
Equipment	12	24	78	5,939
Off R/W Trees	5	10	207	7,006
Weather	5	10	802	105,879
Vehicle	3	6	36	2,278
Other	10	20	43	2,164
Total	51		1,804	172,411

Discussion

The Company experienced a notable spring storm season. Of the 127,206 customer outage minutes incurred during the second quarter, 105,879 were weather-related. Although none of the outages rose to the level of consideration as Major Events, repeated thunder storms clearly played a significant role during the quarter. Compared to last year at this time, outages due to animal contact are down 36% while outages caused by off right-of-way trees are down 38%.

CITIZENS' ELECTRIC COMPANY
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