



CITIZENS' ELECTRIC COMPANY

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October 28, 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 Third 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
Third 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.

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
8/28/2011	8:32 AM	73	887	A 100 foot tall off right-of-way tree fell onto a 3-phase feeder serving 887 customers. This occurred during the peak winds of hurricane Irene and following the receipt of approximately 3 inches of rain in 24 hours.
9/27/2011	11:44 PM	101	887	A fiberglass insulator bracket failed during very heavy rain, interrupting service to the entire circuit serving 887 customers. The area received more than 2.5 inches of rain on 9/27.

§ 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	0.33	0.20	0.27	0.22
SAIDI	43	21	38	25
CAIDI	131	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,819	58	2,224	291,183

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
8/28/2011	887	64,824
9/27/2011	887	88,700

§ 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	91	6,501
Animals	16	28	321	16,884
Equipment	14	24	70	6,369
Off R/W Trees	7	12	851	148,547
Weather	11	19	855	110,112
Vehicle	2	3	12	1,134
Other	6	10	24	1,636
Total	58		2224	291,183

Discussion

Stormy weather continued throughout the summer. The Company experienced a significant increase in the number of weather-related outages. Causes ranged from lightning strikes on equipment to off right-of-way trees falling on lines. A series of locally strong thunderstorms combined with the remnants of two hurricanes were the significant influences during the quarter. While all outages were quickly restored, with none lasting more than five hours, the overall increase in the number of outages lead to a jump in reliability indices.

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