



CITIZENS' ELECTRIC COMPANY

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January 25, 2012

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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 Fourth 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 written in a cursive, flowing style.

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
Fourth 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
10/29/2011	4:32 PM	84	1,199	During a very heavy wet snow, a circuit locked open at the substation. A crew patrolled the line and found no permanent faults present. The circuit was re-energized successfully. The most likely cause was a heavily snow-laden tree branch contacting the line.

§ 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	0.35	0.20	0.27	0.22
SAIDI	44	21	38	25
CAIDI	126	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,823	56	2,390	300,660

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
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	3	5	94	6,803
Animals	14	25	489	26,341
Equipment	16	29	82	7,526
Off R/W Trees	6	11	846	148,242
Weather	11	20	855	110,112
Vehicle	0	0	0	0
Other	6	11	24	1,636
Total	56		2390	300,660

Discussion

The stormy weather pattern continued throughout the close of the year. The Company experienced a significant increase in the number of weather-related outages during 2011. Causes ranged from lightning strikes on equipment to off right-of-way trees falling on lines. 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. As a result, the Company experienced slight increases in SAIFI and SAIDI, and a slight decrease in CAIDI statistics.

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