



**Orange & Rockland**  
a conEdison, inc. company

Orange and Rockland Utilities, Inc.  
390 West Route 59  
Spring Valley NY 10977-5300  
www.oru.com

(845) 577-3691

April 25, 2012

Honorable Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, P A 17120

**RECEIVED**

**APR 25 2012**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

Re: First Quarter 2012 Quarterly Report for Pike County Light and Power  
PUC Docket No. L-00030161; Rulemaking Re Amending Electric  
Service Reliability Regulations At 52 Pa. Code Chapter 57

Dear Secretary Chiavetta:

Pike County Light & Power Company ("Pike") hereby submits six copies of its First Quarter 2012 report as set forth in the Pennsylvania Public Utility Commission's ("Commission, PUC") Docket No. L-00030161 adopted Rulemaking Re Amending Electric Service Reliability Regulations At 52 Pa. Code Chapter 57 ("Order"). As such, Pike's quarterly reporting requirements, as set forth in Section 57.195(e) (1) (2) and (5) of the Order, are enclosed.

Please contact me if you have any questions regarding this report or require any additional information.

Very truly yours,

Brian Nugent  
Section Manager  
Performance & Operations Engineering  
Pike County Light and Power  
(Orange and Rockland Utilities)

Enclosures

cc:  
Mr. Irwin A. Popowsky  
Office of Consumer Advocate  
555 Walnut Street  
Harrisburg, PA 17101

William R. Lloyd, Jr. Esq.  
Office of Small Business Advocate  
300 N. Second Street, Suite 1102  
Harrisburg, PA 17101

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APR 25 2012

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Pike County Light and Power Company

(Orange and Rockland Utilities, Inc.)

Quarterly Reliability Report

First Quarter 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.**

### **1<sup>st</sup> Quarter 2012 Major Events**

There were no Major Events submitted for approval by the Commission, for the first quarter of 2012.

### **1<sup>st</sup> Quarter 2012 Pre-Arranged Outages**

There were no pre-arranged outages in the first 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.

#### Interruption Data Rolling 12-Month Data

Year	Quarter	Customers Served	Interruptions	Customers Affected	Customer Min of Interruptions
2011	2nd Qtr	4,486	53	2,422	500,728
2011	3rd Qtr	4,491	68	3,350	710,926
2011	4th Qtr	4,491	71	3,268	969,656
2012	1st Qtr	4,494	71	2,894	872,298

\* Pike submitted an application for exclusion of one major event in the fourth quarter of 2011. This application involved the interruption of 406 customers due to a major snow storm which occurred on October 29, 2011. This request was denied by the commission, however, if this exclusion had been granted.

2011*	4thQtr	4,491	61	2,862	637,610
2012*	1st Qtr	4,494	61	2,488	540,251

#### Performance Ratios - Rolling 12-Month Data

	Frequency SAIFI	Restoration CAIDI (min)	Duration SAIDI (min)
Benchmark	0.61	174	106
Rolling 12 Month Standard	0.82	235	195

Year	Quarter	Frequency SAIFI	Restoration CAIDI	Duration SAIDI
2011	2nd Qtr	0.54	207	112
2011	3rd Qtr	0.75	212	158
2011	4th Qtr	0.73	297	216
2012	1st Qtr	0.64	301	194

\* If the October 29, 2011 exclusion request had been granted by the Commission.

2011*	4th Qtr	0.64	223	142
2012*	1st Qtr	0.55	217	120

**§ 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.**

Cause	Number of Interruptions		Customers Affected		Cust Min of Interruption	
	12- Month	% of Total	12- Month	% of Total	12- Month	% of Total
Tree Contact	42	59.2%	1,526	52.7%	669,028	76.7%
Equipment Failure	13	18.3%	271	9.4%	30,845	3.5%
Lightning	6	8.5%	219	7.6%	82,028	9.4%
Animal Contact	5	7.0%	625	21.6%	53,953	6.2%
Unknown / Other	4	5.6%	252	8.7%	36,342	4.2%
Non-Comp. Accidents	1	1.4%	1	0.0%	102	0.0%
Customer Problem	-	0.0%	-	0.0%	-	0.0%
Overload	-	0.0%	-	0.0%	-	0.0%
Work Error	-	0.0%	-	0.0%	-	0.0%
<b>All Causes</b>	<b>71</b>		<b>2,894</b>		<b>872,298</b>	

\* If the October 29, 2011 exclusion request had been granted by the Commission.

Cause	Number of Interruptions		Customers Affected		Cust Min of Interruption	
	12- Month	% of Total	12- Month	% of Total	12- Month	% of Total
*Tree Contact	33	54.1%	1,138	45.7%	346,089	64.1%
Equipment Failure	13	21.3%	271	10.9%	30,845	5.7%
Lightning	6	9.8%	219	8.8%	82,028	15.2%
Animal Contact	5	8.2%	625	25.1%	53,953	10.0%
*Unknown / Other	3	4.9%	234	9.4%	27,234	5.0%
Non-Comp. Accidents	1	1.6%	1	0.0%	102	0.0%
Customer Problem	-	0.0%	-	0.0%	-	0.0%
Overload	-	0.0%	-	0.0%	-	0.0%
Work Error	-	0.0%	-	0.0%	-	0.0%
<b>*All Causes</b>	<b>61</b>		<b>2,488</b>		<b>540,251</b>	



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390 W ROUTE 59

Dept./Floor/Suite/Room

RINE VALLEY State NY ZIP 10977

Internal Billing Reference 580000010 LSA16

for Rosemary Chiavetta  
Phone

PA Public Utility Commission

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or to P.O. Boxes or P.O. ZIP codes.

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4a Express Package Service \* To most locations. Packages up to 150 lbs.

- FedEx Priority Overnight  
Next business morning \* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx Standard Overnight  
Next business day \* Saturday Delivery NOT available.
- FedEx First Overnight  
Earliest next business morning delivery to select locations.
- FedEx 2Day  
Second business day \* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx Express Saver  
Third business day \* Saturday Delivery NOT available.

4b Express Freight Service \*\* To most locations. Packages over 150 lbs.

- FedEx 1Day Freight  
Next business day \*\* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 2Day Freight  
Second business day \*\* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 3Day Freight  
Third business day \*\* Saturday Delivery NOT available.

5 Packaging \* Declared value limit \$500

- FedEx Envelope\*
- FedEx Pak\*  
Includes FedEx Small Pak and FedEx Large Pak
- FedEx Box
- FedEx Tube
- Other

6 Special Handling and Delivery Signature Options

- SATURDAY Delivery  
NOT available for FedEx Standard Overnight, FedEx Express Saver, or FedEx 3Day Freight.
- No Signature Required  
Package may be left without obtaining a signature for delivery.
- Direct Signature  
Someone at recipient's address may sign for delivery. Fee applies.
- Indirect Signature  
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee applies.

Does this shipment contain dangerous goods? One box must be checked.

- No
  - Yes  
As per attached Shipper's Declaration.
  - Yes  
Shipper's Declaration not required.
  - Dry Ice  
Dry Ice, 9, UN 1845
  - Cargo Aircraft Only
- Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

7 Payment Bill to:

- Sender  
Acct. No. in Section 7 will be billed.
  - Recipient
  - Third Party
  - Credit Card
  - Cash/Check
- Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.

Total Packages Total Weight

Total Packages 1 Total Weight lbs

\*Our liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.

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