

CITIZENS' ELECTRIC COMPANY

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October 18, 2012

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, 2012 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

RECEIVED

OCT 19 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Yasmin Snowberger, PE (via email)

Citizens' Electric Company
Quarterly Service Reliability Report
Third Quarter, 2012

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.

Citizens' Electric did not experience any Major Events 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
SAIFI	0.13
SAIDI	13
CAIDI	105

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,823	33	863	90,588

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
10/29/2011	1,199	96,114
2/16/2012	697	32,759
5/4/2012	986	82,789

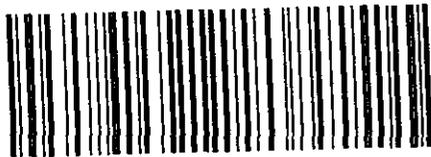
§ 57.195(e)(5) - A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, 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	9	6	805
Animals	10	30	358	19,447
Equipment	3	9	14	1,259
Off R/W Trees	4	12	54	7,063
Weather	12	36	399	48,094
Vehicle	0	0	0	0
Other	1	3	32	13,920
Total	33		863	90,588

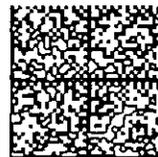
Discussion

The Company experienced significantly fewer outages during the quarter as compared to the previous quarter and the same quarter last year. A few thunderstorms crossed the territory during July and August causing a handful of outages, but in general the weather was mild in comparison to the summer of 2011.

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