



CITIZENS' ELECTRIC COMPANY

1775 INDUSTRIAL BLVD • P.O. BOX 551 • LEWISBURG, PA 17837-0551 • (570) 524-2231 • FAX: (570) 524-5887

October 24, 2013

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 2013 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or kelchnerj@citizenselectric.com if I can answer any questions.

Sincerely,

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

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OCT 25 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

cc: Pennsylvania Office of Consumer Advocate
Pennsylvania Office of Small Business Advocate
Darren Gill (via email)
Dan Searfoorce (via email)
David Washko (via email)

Citizens' Electric Company
Quarterly Service Reliability Report
Third Quarter, 2013

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

kelchnerj@citizenselectric.com

October 24, 2013

L-0083 0161

§ 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.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
7/7/2013	4:37 PM	191	793	A fast-moving thunderstorm brought heavy rain and strong winds across the Company's service territory. Broken trees and limbs caused several outages to overhead lines. A peak gust of 46 mph was recorded at the Citizens' headquarters.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

§ 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	0.42
SAIDI	34
CAIDI	80

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,879	44	2,911	233,334

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
10/29/2012	799	56,900
5/19/2013	1,304	149,516
6/18/2013*	1,222	64,766
7/7/2013	793	99,190

* As of October 24, the Company has not yet received approval for exclusion of the June 18, 2013 event. A corrected report will be submitted in the event of denial of exclusion for this outage.

§ 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	1	2	485	43,165
Animals	9	20	115	4,974
Equipment	11	25	370	38,694
Off R/W Trees	5	11	529	38,369
Weather	9	20	152	51,612
Vehicle	5	11	326	47,738
Other	4	9	934	8,782
Total	44		2911	233,334

Discussion

The third quarter was another active period across the Company's territory. Frequent summer thunderstorms continued for much of the quarter. The result was an overall increase in outages compared to the same period last year. Much of the increase in customer minutes was caused by off right-of-way tree issues, largely occurring during storms.

CITIZENS' ELECTRIC COMPANY
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