



CITIZENS' ELECTRIC COMPANY

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January 27, 2015

Ms. Rosemary Chiavetta
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

RE: Docket L-00030161

Dear Ms. Chiavetta,

Enclosed please find the Fourth Quarter 2014 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 cursive script that reads "John A. Kelchner". The signature is fluid and matches the typed name below it.

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

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

Citizens' Electric Company
Quarterly Service Reliability Report
Fourth Quarter, 2014
Prepared by John A. Kelchner, PE
Vice President of Engineering & Operations
570-522-6143
kelchnerj@citizenselectric.com
January 27, 2015

§ 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.

No Major Events occurred 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	0.19
SAIDI	17
CAIDI	88

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,889	35	1,306	115,083

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
6/18/2014	987	42,615
7/8/2014	2,460	294,572
7/23/2014	1,327	38,483

§ 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	0	0	0	0
Animals	8	23	90	5,472
Equipment	12	34	415	44,406
Off R/W Trees	5	14	35	2,868
Weather	3	9	235	33,668
Vehicle	2	6	2	208
Other	5	14	529	28,461
Total	35		1306	115,083

Discussion

The Company met all reliability objectives during the quarter. The largest single outage on October 18th when a tree trimmer dropped a limb onto an overhead primary line, causing an interruption to 514 customers. A Citizens' crew verified safety at the scene and had service to all customers restored within 53 minutes. All other outages during the quarter affected small numbers of customers for short durations.