



## CITIZENS' ELECTRIC COMPANY

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

April 24, 2008

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FOLDER

Mr. James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

L-00030161

Dear Mr. McNulty,

Enclosed please find an original and six copies of the First Quarter, 2008 Reliability Report for Citizens' Electric Company.

Please contact me at 570-522-6143 or [kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com) if I can answer any questions.

Sincerely,

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

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APR 25 2008

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

cc: Pennsylvania Office of Consumer Advocate  
Pennsylvania Office of Small Business Advocate  
Darren Gill (via email)

*Audley needs  
these scanned.  
Prep. scan &  
return to him  
today please  
JK*

Citizens' Electric Company  
Quarterly Service Reliability Report

First Quarter, 2008

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

[kelchnerj@citizenselectric.com](mailto:kelchnerj@citizenselectric.com)

April 22, 2008

**§ 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.**

On March 24<sup>th</sup> a phase conductor failed where a connector was attached to the conductor. This caused the phase conductor to drop and contact the phase below it, causing an interruption to the circuit. Infrared and visual inspections were performed at this location in 2007. No unusual condition or hotspot was detected. We received no reports of service anomalies in the area prior to this outage. This is a location that employees frequently pass as they go about their work. No problem was apparent during recent trips through the area.

Date	Time First Call Received	Duration of Event (Minutes)	# of Customers Affected	Cause
3/24/2008	10:17 AM	132	834	Equipment Failure

Note: The request for exclusion for this event was submitted on March 24<sup>th</sup>. To date, it has not been approved for exclusion. The quarterly statistics will be recalculated and resubmitted if this exclusion is denied.

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APR 25 2008

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§ 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	0.25	0.21	0.27	0.22
SAIDI	16	21	38	25
CAIDI	63	105	141	115

Total # of Customers Served	# of Interruptions	# of Customers Affected	Customer Minutes
6,756	70	1,699	107,340

The following outages were submitted 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
5/10/2007	882	46,904
7/25/2007	1,266	112,833
11/18/2007	688	37,542
3/24/2008	834	27,069

§ 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	23	33	309	13,260
Equipment	17	24	89	7,063
Off R/W Trees	7	10	37	3,122
Weather	15	21	357	29,940
Vehicle	6	9	890	52,539
Other	2	3	17	1,416
Total	70		1,699	107,340

**Discussion**

A handful of vehicle accidents caused outages to the greatest number of customers this quarter, followed by outages caused by weather. The greatest number of interruptions came from animals. Overall, our rolling 12-month reliability statistics remained flat compared to the previous quarter.