



Robert R. Stoyko
Vice President - Northern Region

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RECEIVED

April 29, 2011

APR 29 2011

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

SENT VIA FEDERAL EXPRESS

RE: **Quarterly Electric System Reliability Report**
12 Months Ending March 31, 2011

L-00030161

Dear Secretary Chiavetta:

Pursuant to the Commission's May 7, 2004 Final Rulemaking Order amending Electric Service Reliability Regulations (52 Pa. Code §§57.191 - 57.197) at Docket Nos. L-00030161 and M-00991220, UGI Utilities, Inc. - Electric Division ("UGI") hereby files an original and six copies of its Quarterly System Reliability Report. This report contains SAIDI, SAIFI, and CAIDI results on a 12-month rolling basis for the period ending March 31, 2011 along with the raw data from the same period. The actual statistics continue to be favorable to both the benchmark and standard adopted for UGI. Also included is a breakdown of outages by cause for the 12 months ending March 31, 2011.

The Office of Consumer Advocate, the Office of Small Business Advocate, the Bureau of Audits, and the Bureau of Conservation, Economics and Energy Planning have each been served with copies of this filing.

Questions related to the attached report should be directed to Ms. Abigail J. Hemmerich at (610) 796-3431 or email ahemmerich@ugi.com.

Sincerely,

Robert R. Stoyko
Vice President -- Northern Region

Attachment

c: **FEDERAL EXPRESS**

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Office of Small Business Advocate
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Carl Lesney
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Darren Gill
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Harrisburg, PA 17120

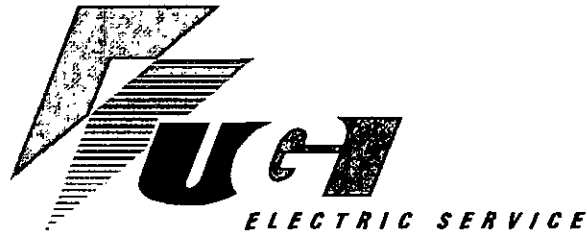
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Darren Gill
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UGI Utilities, Inc. – Electric Division
System Reliability Report:
Quarterly Update

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

May 1, 2011

**UGI Utilities, Inc. – Electric Division
System Reliability Report**

§ 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 preceding 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.

The 12 month rolling reliability results for UGI’s service area are as follows:

	SAIDI	SAIFI	CAIDI
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
12 months Ended March, 2011	55	0.49	114

SAIDI: System Average Interruption Duration Index
SAIFI: System Average Interruption Frequency Index
CAIDI: Customer Average Interruption Duration Index

Raw Data: April 2010 - March 2011

Month	SI	TCI	TCB	TMCI
Apr-2010	31	1,058	62,016	187,824
May-2010	37	7,688	62,115	506,729
Jun-2010	34	2,282	62,035	255,094
Jul-2010	47	4,837	62,075	453,292
Aug-2010	38	1,919	62,076	168,907
Sep-2010	52	5,843	62,087	423,086
Oct-2010	30	1,347	62,095	112,884
Nov-2010	18	206	62,248	28,030
Dec-2010	22	874	62,271	210,550
Jan-2011	19	232	62,315	32,556
Feb-2011	27	1,852	62,344	259,124
Mar-2011	<u>44</u>	<u>2,091</u>	<u>62,339</u>	<u>810,734</u>
TOTAL	399	30,229	62,168 *	3,448,810

* 12-month arithmetic average

SI: Sustained Interruptions
TCI: Total Customers Interrupted
TCB: Total Customer Base
TMCI: Total Minutes Customer Interruption

**UGI Utilities, Inc. – Electric Division
System Reliability Report**

SAIDI

The SAIDI value for the 12 months ending March 2011 is 55. This result is 15% higher than results reported through December 2010. The increase is primarily due to a few snow and ice storms and a flooding incident on the Susquehanna River during the month of March 2011. A total of 878 customers experienced a 7 hour interruption due to the damage caused when the river exceeded the flood stage.

SAIFI

The 12-month rolling SAIFI index increased 2% from 0.48 in our last quarterly report to 0.49 for the period ending March 2011.

CAIDI

The CAIDI result of 114 for the 12-month reporting period ending March 2011 is up 15% from our last report. Details regarding this increase are discussed under SAIDI, above.

The results for each of the three reliability indices remain well below their respective standard and benchmark levels. It is important to note that, other than the incidents detailed above, favorable weather conditions have had a considerable impact on these results.

**UGI Utilities, Inc. – Electric Division
System Reliability Report**

§57.195(e)(5)–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 the 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 by Cause: April 2010 - March 2011

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	20.30%	81	2,368	186,570
Company Agent	0.50%	2	20	687
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Equipment Failure	30.83%	123	8,964	894,925
Lightning	2.51%	10	285	56,470
Motor Vehicle	3.51%	14	2,483	276,918
Other	0.25%	1	828	327,888
Public	4.26%	17	175	27,655
Structure Fire	0.00%	0	0	0
Trees	22.31%	89	7,162	998,874
Unknown	4.76%	19	4,554	211,989
Weather Related	3.26%	13	1,245	143,586
Weather/Snow	2.01%	8	216	39,540
Weather/Ice	0.25%	1	3	354
Weather/Wind	<u>5.26%</u>	<u>21</u>	<u>1,926</u>	<u>283,354</u>
TOTAL	100.00%	399	30,229	3,448,810

Proposed Solutions to Identified Problems:

The outage by cause and number of interruptions is considered normal for UGI. Currently, there are no identified outage issues that lend themselves to correction through a single project or program. UGI continuously examines its system for reliability enhancements.

From: (610) 796-3417
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UGI UTILITIES, INC
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Pennsylvania Public Utility Comm.
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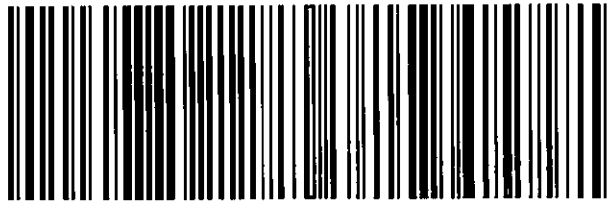
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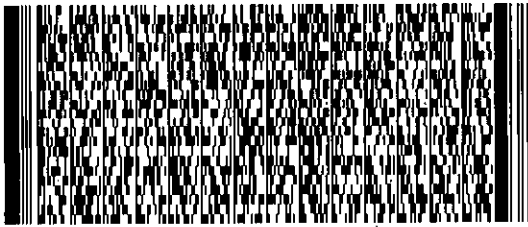
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