



UGI Utilities, Inc.
2525 North 12th Street
Suite 360
Post Office Box 12677
Reading, PA 19612-2677
(610) 796-3400 Telephone

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APR 30 2012

May 1, 2012

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, 2012**

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, 2012 along with the raw data from the same period. The actual statistics continue to be favorable to the standard adopted for UGI. Also included is a breakdown of outages by cause for the 12 months ending March 31, 2012.

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**

Irwin A. Popowsky
Office of Consumer Advocate
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA 17101-1921

Office of Small Business Advocate
Suite 1102, Commerce Bldg.
300 North Second St.
Harrisburg, PA 17101

Carl Lesney
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101

Yasmin Snowberger, P. E.
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

ELECTRONIC MAIL

Yasmin Snowberger, P. E.
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
ysnowberge@pa.gov

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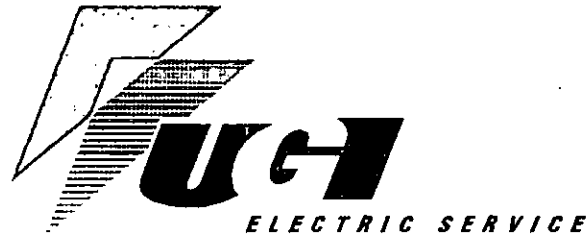
bc: **INTER-OFFICE ELECTRONIC MAIL**

V. Ebner
R. Gill
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UGI Utilities, Inc. – Electric Division
System Reliability Report:
Quarterly Update

May 1, 2012

**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, 2012	110	0.94	117

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

Raw Data: April 2011 - March 2012

Month	SI	TCI	TCB	TMCI
Apr-2011	54	9,026	62,219	1,398,878
May-2011	39	1,445	62,121	175,408
Jun-2011	49	14,923	62,095	1,527,657
Jul-2011	70	4,848	62,045	1,029,478
Aug-2011	34	6,011	62,033	698,334
Sep-2011	50	11,746	61,911	950,395
Oct-2011	28	2,278	61,870	142,418
Nov-2011	27	4,170	62,040	454,154
Dec-2011	16	199	62,103	23,329
Jan-2012	21	2,028	62,165	217,850
Feb-2012	13	491	62,250	69,350
Mar-2012	<u>17</u>	<u>1,390</u>	<u>62,453</u>	<u>157,891</u>
TOTAL	418	58,555	62,109 *	6,845,142

* 12-month arithmetic average

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

Note: The numbers used in calculating these indices exclude the major events that occurred on August 28 and September 9, 2011.

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

SAIDI

The SAIDI value for the 12 months ending March 2012 is 110. This result is 9% lower than results reported through December 2011.

SAIFI

The 12-month rolling SAIFI index decreased 1% from 0.95 in our last quarterly report to 0.94 for the period ending March 2012.

CAIDI

The CAIDI result of 117 for the 12-month reporting period ending March 2012 is down 9% from our last report.

Despite excluding the major event data noted in §57.195(e)(2), a higher number of outages in the earlier months of the current reporting period continues to unfavorably impact UGI's SAIFI statistic. In addition, damage incidents in April, June and September of 2011, caused by storms, straight-line winds, lightning and trees affected points on UGI's distribution system that impacted a proportionally larger numbers of customers than is typical. In April 2011, equipment failure at a rural substation also caused a significant number of customers to lose electric service. The SAIFI index of .94, which measures the frequency of interruptions, is a result of both the quantity of outages and the outages that affected larger areas of the UGI service territory. It is important to also recognize improving favorable twelve month rolling average results for SAIDI and CAIDI, the indices measuring duration, both of which remain well below both benchmark and standard targets.

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**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 2011 – March 2012

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	13.88%	58	4,374	291,028
Company Agent	0.48%	2	1,132	27,598
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Equipment Failure	31.82%	133	14,075	1,120,355
Lightning	13.40%	56	11,659	1,251,601
Motor Vehicle	2.63%	11	1,731	241,476
Other	0.72%	3	3	430
Public	4.55%	19	1,029	49,411
Structure Fire	0.96%	4	240	39,925
Trees	18.90%	79	15,427	1,987,022
Unknown	3.59%	15	2,359	247,564
Weather Related	0.48%	2	261	78,633
Weather/Snow	2.15%	9	183	26,168
Weather/Ice	0.24%	1	1	358
Weather/Wind	<u>6.22%</u>	<u>26</u>	<u>6,081</u>	<u>1,483,573</u>
TOTAL	100.00%	418	58,555	6,845,142

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Proposed Solutions to Identified Problems:

As mentioned previously, the combination of a higher number of interruption incidents and the significantly larger number of customers affected per outage caused the SAIFI statistic to rise from .49 at this time last year to .94 for the current report period. While this is a large change, it is not an unexpected result for a smaller utility of UGI's size.

UGI works continuously to enhance the reliability of its distribution system and to minimize restoration times when outages occur. UGI has entered into a resources sharing agreement with PREA member companies to aid with storm damage restoration and has streamlined internal resource authorization processes.

UGI is also working to implement an Outage Management System (OMS). The OMS project team is currently conducting product evaluations and refining the overall requirements document, taking into account areas such as customer service, system operations and utility communications. The goal is to complete the product evaluations by late May and to have a procurement specification developed by early July 2012. The projected implementation of the new system is scheduled for late 2013.