



## Summary

UGI Utilities, Inc. – Electric Division (“UGI” or the “Company”) continues to review and implement programs that: 1) improve its summer readiness; 2) provide safe and reliable service during peak summer loading conditions; and 3) minimize customer outages and restoration times during the summer storm season. The reliability programs and initiatives that UGI has underway and under review are detailed below.

### I. Reliability Enhancement Programs

#### a. Enhanced Vegetation Management

##### i. Emerald Ash Borer Issues & Danger Trees

UGI’s existing Danger Tree Mitigation Program continues to address danger tree removal both on and off right-of-way including the vegetation impacts caused by the Emerald Ash Borers’ devastation of Pennsylvania’s ash trees. The program targets the removal of dead or otherwise structurally unsound vegetation within striking distance of electric facilities. Danger tree activity is expected to increase considering other invasive species impacting Pennsylvania trees.

##### ii. Off ROW Trees

The Danger Tree Mitigation Program also identifies and addresses off right-of-way trees that pose a threat to transmission and distribution facilities. The Company works with property owners to obtain approval to remove targeted trees if permission is granted.

In addition, UGI continues the practice of “ground to sky” trimming on multi-phase circuits and on single phase lines where appropriate. UGI maintains an increased vegetation management budget and resources to supplement regular trim cycles as outlined in our maintenance plan.

#### b. Storm Hardening

UGI’s storm hardening activities are designed primarily to reduce the number of outage events and extent of damage caused by vegetation and severe weather. One such activity is UGI’s practice of using Class 2 or Class 3 Wood Poles when replacing or installing new poles on its distribution system. Also, storm hardening construction techniques, such as spacer cable, are being utilized in areas with a high risk of vegetation related issues. On the transmission system, steel, Class 1 or Class 2 poles are standard for replacements and new structures. For example, one of the Company’s significant system improvement



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projects taking place this year involves rebuilding and reconductoring 2.3 miles of distribution 3 phase line with covered conductor and storm hardened construction. This particular line is also located on one of the Company’s worst performing circuits.

In addition, UGI continues primary line relocations to move distribution facilities from troublesome off-road locations to roadside right-of-way. Relocating the facilities to roadside right-of-way allows for more efficient and effective vegetation management work and enables crews to conduct patrols and complete restoration activities safer and quicker.

c. Fuses/Recloser/Automatic Switches

As part of its Long-Term Infrastructure Improvement Plan (“LTIIIP”), UGI continues its Line Sectionalizing Program which identifies locations to install fuses, disconnects, and other devices to limit the number of customers affected when line damage occurs. Further, outage durations are reduced by switching impacted customers to unaffected line segments before system repairs are made. In Fiscal Year 2026, UGI expects to add eighteen (18) new sectionalizing points including fuses, solid blade disconnects, circuit reclosers and other devices, as part of its annual automation and sectionalizing plan. UGI’s initial long-term goal is to have no more than 500-600 customers between automatic circuit reclosers which would complement the installation of a FLISR (Fault Location, Isolation, and Service Restoration) system.

d. Smart Grid

As part of its LTIIIP, UGI continues to focus on the reliability-based distribution automation program by expanding system remote monitoring and control via wireless communication links to three-phase reclosers on select feeders and interfacing these devices with UGI’s Distribution Supervisory Control and Data Acquisition (“DSCADA”) system. To date, one hundred and thirty-four (134) reclosers are remotely accessible to system operations and another two (2) will be added by the end of Fiscal 2026. Seventeen (17) of UGI’s 13kV voltage regulators are currently remotely accessible. To facilitate future remote communications to capacitor banks, UGI has thus far upgraded controls on seventy-five (75) switched capacitor banks or 64% of the one-hundred and nineteen (119) switchable capacitors installed on the system. UGI plans to install remotely accessible controls on 44 more capacitor banks in FY26. Making 100% of capacitor banks remotely accessible. Remote management of these devices, by UGI’s System Operators, will significantly reduce switching times to sectionalize outages, restore service, and provide reliable voltage support during peak loading conditions. UGI is also preparing for a future FLISR automation control system to improve restoration times with automated switching.



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e. Conservation Voltage Reduction (“CVR”) activity

UGI currently does not engage in Conservation Voltage Reduction activity.

f. Any Other Relevant Continual Improvement Activity

Ongoing LTIP work - UGI’s initial LTIP was approved by the Pennsylvania Public Utility Commission (“PUC” or the “Commission”) in 2017 and concluded in 2022. A second LTIP began in 2023 and is currently in progress. In the current plan UGI identified thirteen (13) programs that are key areas of investment. They include Reliability and Capacity Enhancement Projects, Pole Replacements, Sectionalizing/Distribution Automation, Underground Cable Replacement, and Substation Equipment. In each of these areas, UGI continues to target and replace or add equipment that provides the largest reliability benefits on an accelerated basis.

g. New programs/new technology implementation/storage pilots, etc.

UGI has also acquired an automation controller with FLISR capabilities to pilot the automated switching technology on select poorly performing circuits. The pilot project will utilize a FLISR controller and leverage existing 3-phase remote controlled reclosers by monitoring the distribution system and recommend switching to isolate faulted sections of circuit.



## II. Preventative Maintenance Programs

In conjunction with its Biennial Inspection, Maintenance, Repair, and Replacement Plan, UGI has the following additional programs, which enhance reliability for customers.

### a. Capacitor Inspections

UGI conducts annual distribution capacitor inspections, these involve visual assessment for blown fuses and general condition reviews, as well as capacitor control operations and voltage checks for switched banks.

### b. Vegetation Management

UGI inspects all primary overhead distribution facilities for vegetation every two years. Approximately half the circuit mileage is inspected each year. These inspections assess the condition of vegetation both on and off the line's right-of-way, as well as reliability threats including potential damage to overhead distribution facilities. In addition, UGI has specific vegetation line treatment cycle times for its distribution circuits. This involves pruning or removal of danger trees and targeted chemical treatments at identified vegetation locations.

### c. Substation Inspections

All UGI substations are visually inspected monthly, including physical security and general equipment reviews. Intrusive inspections and/or diagnostic tests occur periodically followed by corrective maintenance or replacement to address identified deficiencies. Per UGI policy before entering a substation, substation employees are to inspect the perimeter fence for security breaches. On a semi-annual basis (summer and winter) all substations undergo an infrared inspection to identify any thermal anomalies associated with connections, fuses, control cabinets, etc.

### d. Aerial Patrols

UGI performs an annual aerial Light Detection and Ranging ("LIDAR") assessment of 230kV transmission facilities to identify any potential vegetation or encroachment concerns. In addition, UGI also periodically inspects the 66kV transmission system with LIDAR for tree encroachment.

Every 3 years, an aerial visual patrol of the 230kV transmission system is also completed. This includes a visual inspection of wire, insulators, structures, bolts, etc. Areas of concern are photographed and reported for follow-up work.



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e. Infrared Inspections

UGI conducts infrared inspections during the biennial overhead line/ substation inspection program. Potential future problems are noted and scheduled for repair.

f. UAV (Drone) Use

UGI does not currently utilize drone technology as part of Preventative Maintenance Programs.

g. Any other relevant continual improvement activity

Overhead voltage regulators and controls are removed from service and maintained every 10 years or every 100,000 operations per manufacturer specifications. UGI has never had a regulator reach 100,000 operations prior to the maintenance interval.

UGI performs an inspection on underground transformers every 5 years, and performs an intrusive inspection on all underground equipment every 10 years. These inspections direct future maintenance projects for the coming year.

h. New Programs/New Technology Implementation

UGI is currently exploring neutral sensors on capacitor banks to identify blown fuses. This development will help identify capacitor banks not functioning properly prior to the yearly maintenance cycle. The company also continues to explore emerging technologies to enhance current preventative maintenance programs.



### III. Capacity Planning

Based on the forecasted summer peak load, UGI does not expect any significant issues with respect to capacity from a transmission or distribution perspective. UGI performs annual planning studies and reviews transmission, substation and feeder loading under various contingencies for compliance with UGI planning and reliability criteria. Delivery system capacity expansion plans are made based on these study results. The UGI 2025 summer peak was 218.9 MW's, which is 2.3% higher than the previous all-time summer peak of 214 MW's. The 2026 summer peak is expected to increase slightly again over 2025 due to further increases in commercial development/load within and around UGI's Hanover Industrial Park ("HIP"). In FY25-26 UGI is planning to complete an extension of underground three-phase circuit(s) to alleviate loading concerns from growth within HIP. Other distribution and transmission system improvements in this area and others are in the design process or under construction for future anticipated growth.

*a. Potential impact of increased electrification and behind-the-meter DER and EVs, and Data Centers*

UGI has seen an increase in DER applications in 2025. UGI continues to plan for an increase in distributed energy resources across the grid. This involves updating models and communicating significant changes to the protection group to ensure no customers or equipment are put at risk due to load flow changes. UGI has not seen an impact from EV charging on the system but continues to monitor for significant changes. UGI has received multiple requests from Data Centers requesting large loads that can significantly increase UGI's overall system load, however no increases in load will occur in 2026 due to data centers. The Company is working internally and with consultants to ensure customers do not see an impact to reliability as a result of these projects.



#### IV. Significant Storm Lessons Learned from 2025

UGI had no storm-related major events as defined by 52 Pa. Code § 57.192 or IEEE Standard 1366-2012 defined Major Event Days (MEDs) in 2025. Based on the previous year's weather related events, UGI sought to improve the reliability of its system in the following ways:

- After each significant storm event, the Company conducts post-storm review meetings to identify and disseminate lessons learned which are used to improve the emergency response plan.
- Reviewed and made numerous modifications to storm role checklists and jobs aids to provide better guidance for back-office storm personnel.
- Conducted storm pre-planning which enables consideration and potential acquisition of mutual aid resources as far ahead as possible.
- Conducting weekly emergency preparedness meetings with a focus group to help prepare for small events likely to occur over the weekend and following week.
- Continued securing prearranged agreements with line construction contractors in order to expedite the on-boarding of mutual assistance aid for events that exceed UGI's resources.
- Maintain contractor standby process on weekends and holidays to improve response times to emergency events.
- UGI service/line personnel are on duty eight hours a day during weekdays and on Saturdays. A first shift and second shift trouble-man are scheduled during weekdays for quick response to service interruption calls. Since last year, UGI also hired a third shift trouble-man to provide extended coverage on weekdays. Call-out rosters are in place to mobilize staff when service/line personnel are not on duty or when additional resources are required.
- UGI utilizes Everbridge notifications to mass contact employees before and during storm events. The system will place a phone call and send a text alerting the employees of system trouble and request a response that the message was received.
- UGI's ARCOS callout system is set up to mobilize Scouts and Damage Assessors to provide for increased efficiency when activating resources for storm patrols.
- Dedicated emergency management resource to prepare and coordinate emergency preparedness plans, provide training, and engage in community outreach.
- When weather threats are identified as possibly having a significant impact or include hard to predict elements, the Company participates in territory-specific discussions with our weather consultant to better understand the risks, level of certainty, and timing. This information is critical in arranging appropriate levels of resources prior to events and responding in a more efficient manner upon impact.



## V. 2026 Summer Readiness

### a. Capacity Additions

UGI continues analyzing its capacity resources and system needs. When capacity restrictions are identified, mitigation plans are implemented as required. Through the Company's annual planning review of the distribution system, one notable capacity upgrade was identified in an industrial park. The upgrade is set to be completed in 2026 and will construct an additional circuit into a heavily loaded area to serve anticipated load growth and add contingency support for existing customers.

Several projects that will occur in 2026 that will support capacity and reliability include:

- A substation upgrade that will eliminate switch gear breakers and install two (2) 13KV buses. Downstream of the substation new tie points are being developed to increase capacity during switching.
- UGI continues to upgrade old 8KV systems to the standard 13.8KV. These upgrades increase capacity to the areas in which they serve.
- A three-phase circuit had been identified with undersized bare conductor, which will be reconducted to UGI's current standard to increase capacity and allow future growth.

### b. Transmission Preparedness

UGI performed its annual planning review of the transmission system utilizing current and forecasted load-flow models. The models are used to identify voltage or thermal criteria issues for resolution. Results of this year's analysis did not identify any issues under the various contingency scenarios reviewed.

### c. Event Preparedness

UGI continuously monitors weather forecasts and plans for potential events. When threats are likely to impact the service territory, emergency response plans are triggered to estimate outages, prepare personnel, and secure resources. When required UGI places a message to all employees to survey overtime availability. If a storm presents a large enough threat UGI will bring in outside contractors to support internal crews.

### d. Training

UGI continues to review and develop safety and activity-based training programs to ensure employees receive proper training for assigned roles. To supplement internally developed training, the Company purchased licenses for an online OSHA compliant training platform that allows the Company to provide customizable training modules



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based on roles. Training is tracked and reperformed on an as needed basis when identified by safety and upper management.

The Company plans to hold its annual storm drill in early June, which involves both table-top and in-field components. The drill tests current emergency response procedures and identified several areas for improvements.

e. Personnel Sufficiency

UGI adjusts personnel in response to the severity of summer weather events. The Company's normal staffing level provides adequate response to most weather events. For more severe weather events that have a greater impact on facilities and a corresponding impact on restoration time, the Company utilizes mutual aid to expand restoration crews.

f. Any other relevant continual improvement activity

UGI runs an internal Reliability Working Group that is an assembly of subject matter experts across all departments that meets monthly to review recent outages and reliability metrics including SAIDI (System average interruption duration index), SAIFI (System average interruption frequency index), CAIDI (Customer average interruption duration index), CEMI (Customers experiencing multiple interruptions), and the worst performing circuits. On an ongoing basis, the group reviews the status of reliability projects and works to address emergent issues. The group also identifies and prioritizes short- and long-term reliability solutions, and to implement lessons learned and/or other utility best practices.

g. New programs/new technology implementation

In response to the rising threat of wildfires in the State, the Company is reviewing wildfire mitigation procedures and standards. A notification program has also been put in place that will notify engineers, supervisors, and managers through text message when high-risk days are identified.



## VI. Storm Response

### a. Outage Restoration Strategy

UGI's outage restoration strategy is similar to other electric utilities in the state. Our first priority is public safety, such as preventing downed wire injuries, opening critical roads, and addressing damage to structures (e.g., from fires or other resulting hazards). From a power restoration standpoint, UGI initially concentrates resources on restoring transmission and substation facilities as they have the greatest impact on customers. Then, it focuses on restoring service to feeders that serve critical infrastructure (e.g., water, sewer, and emergency services facilities). Next, it restores service to the remaining distribution lines starting from the substations and working outward locally. System repairs are prioritized based upon a triage response (i.e., restoring the largest number of customers first), based on: 1) location and number of resources; and 2) magnitude of the repair job. Restoring service to critical needs customers is factored into the restoration process.

### b. Communication and Outreach

#### Direct Customer Communications

UGI provides safety information directly to electric customers through emails, bill inserts, call center on-hold messages, and auto-dialer phone calls. These messages include electric safety and outage information.

- A series of customer emails include information on how to prepare for possible outages, safety reminders including staying away from downed wires, what to do if you lose power, and how UGI's Storm Team prepares for the summer storm season.
- A bill insert to new customers includes electric safety tips including how to handle indoor electrical fires, the proper use of generators, and the possible dangers with electric cords and outlets.
- UGI Call Center on-hold messages include recorded information of power outage safety, in addition to reminders to stay away from downed wires and to call 811 before digging.
- In the event of a power outage to 6,000 or more customers, with an expected duration of 12 hours, UGI will notify customers via auto-dialer. Messages will include outage, restoration, and safety information.



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Customer Communications on UGI.com, and Through Social, Broadcast and Print Media

UGI’s website includes an electric safety section and links to the UGI blog and news releases that also include electric-related safety and outage information. UGI also utilizes Facebook, X, and Instagram for electric safety communications to the public.

- UGI.com has an easy-to-find and direct link to the “Outage Center” which not only tracks current electric outage totals and locations, but also what to do if a customer is without power, and a detailed timeline on the restoration process. The “Outage Center” page also contains links to electric safety tips and how to prepare for outages.
- UGI issues news releases in the event severe weather is forecasted that is likely to cause power outages. The news releases contain electric safety tips and how to report outages. During major outages (6,000+ outages), UGI issues updates via news releases.
- UGI posts electric safety tips on social media channels, in addition to outage information when outages total 1,500 or more. Posts contain links to the “Outage Center.”
- UGI also maintains response protocols for inquiries from customers that are posted on social media sites. First, customers who have an emergency are directed to contact UGI’s Call Center. Customers who post service-related matters on one of the Company’s social media sites are treated as ‘escalated’ inquiries, and the customer is asked to send private communication (email or call) so that specific customer information can be collected, and an appropriate response provided by UGI.

Electric Safety Outreach

UGI offers online and in-person training for first responders on electric distribution system safety. Letters about the training opportunities are sent to emergency service groups that operate in the electric service territory. UGI’s website also offers sign-ups for in-person training and a link to the online safety training.

- c. Outage restoration and storm response best practices implemented and/or identified for future implementation

UGI uses a restore before repair approach, such that customers that can accept service are restored through switching and fuse replacement before engaging the construction crews in repair work. This method of operation applies throughout the restoration effort, such that, as line segments become available to return to service after repairs are made they are placed in service to restore service to customers on them.



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UGI has adopted a practice where outage restoration strategy is determined by a combination of outage events and customers affected. UGI uses a centrally controlled operation during minor event restorations. Scouts, line clearance, and line construction crews are dispatched from the control center to verify device status, perform switching, assess OMS events, and begin restoration. For smaller events, this strategy maximizes personnel efficiency and provides a central command center to oversee restoration. For major events, UGI uses a decentralized mode of operation. Depending upon the extent of the damage to its system, UGI divides its service territory into areas and assigns an area coordinator to manage damage repairs in each area. Each area coordinator has complete responsibility to plan and manage the resources to restore service in his/her assigned area while at the same time providing updates to the central command center and the overall storm restoration coordinator. The Company has found this strategy eliminates communications bottlenecks such that available resources are used most effectively.

d. Other relevant continual improvement activity

UGI improves event preparedness through Storm Group meetings and drills focused on safety, pre-planning, on-boarding, communications, etc. UGI utilizes a modified incident command structure to better align with Electric Division personnel abilities. This enhances the execution of storm restoration plans and resources. In addition, UGI is an active member of the North Atlantic Mutual Assistance Group. UGI has also recently participated in the EAP's Emergency & Storm Response Working Group Meetings which served as a platform to benchmark and discuss best practices among the EDC's.

e. New programs/new technology implementation

The Company continues to increase sectionalizing capabilities and prepare the distribution network to accommodate a future FLISR system that can self-heal by isolating faulted line sections and restoring the undamaged portions, leading to fewer customer interruptions. The Company acquired a FLISR controller and continues integrating three-phase reclosers to run a small-scale pilot to test the technology before expanding across the system. Furthermore, remote control capability continues being integrated into existing transmission Motor Operated Air-Breaks to allow expedited sectionalizing and recovery of the transmission system following disturbances. UGI continues to expand the number of devices available in the distribution SCADA system which allows System Operators to monitor and control an expanding number of devices across the UGI system.

The Company continues reviewing storm procedures and structures with a focus group. The goal of this group is to identify pain points in the system and training milestones employees need to complete before progressing through the storm roles.



## VII. Supply Chain Issues

### a. Procurement concerns for equipment/materials

The Company continues to monitor the supply chain to ensure equipment/material is available to meet customer needs. The primary concern at this time is around longer lead times for procuring materials and equipment. This is particularly the case with respect to transformers and some substation equipment. In response, UGI is now planning jobs further in advance and planning contingent work in case materials are further delayed. However, at the present time the Company is currently stocked sufficiently to meet all current and planned work.

UGI is also concerned about monitoring significant price increases for some electrical system components. As a result, UGI is exploring substitution options and other alternatives for some materials and equipment that are becoming increasingly difficult and expensive to acquire. UGI continues adding manufacturers and supply houses to the approved vendors list to further UGI's options when procuring materials.



## VIII. Wildfire Preparedness

UGI consistently monitors threats that may present fire danger and implement mitigation strategies that align with the industry’s best practices. The commitment to our customers, communities, and our resources drives a proactive approach to wildfire mitigation. The key risk involves energized powerlines contacting vegetation during periods of low humidity, high winds, and the presence of dry fuels. Weather monitoring and vegetation management are the primary focus for wildfire mitigation strategy. The Company is currently exploring future system hardening techniques which may involve advanced detection tools or the upgrading of certain electrical devices that will reduce sparking and enhance remote or automatic controls to deenergize powerlines. Strategic work schedules may include notification to field employees of an increased hazard or the delaying of certain jobs that may create an increased risk of sparking.