



UGI Utilities, Inc.
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(610) 796-3400 Telephone

RECEIVED

August 1, 2013

AUG - 1 2013

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

SENT VIA FEDERAL EXPRESS

Dear Secretary Chiavetta:

RE: **Quarterly Electric System Reliability Report
12 Months Ending June 30, 2013**

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 June 30, 2013 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending June 30, 2013. The actual statistics are favorable to both the benchmark and standard adopted for UGI.

The Office of Consumer Advocate, the Office of Small Business Advocate, the Bureau of Audits, and the Bureau of Technical Utility Services 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,

Richard E. Gill
Electric Division, Director - Engineering & Operations

Attachment

c: **FEDERAL EXPRESS**

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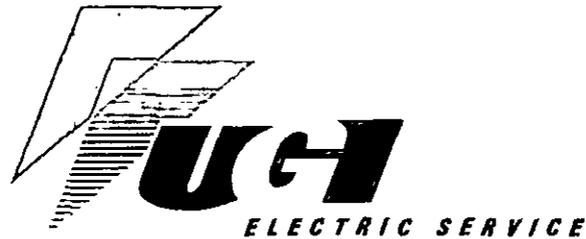
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Darren Gill, Deputy Director
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

August 1, 2013

**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.

There were no major events 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 June, 2013	66	0.54	122

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

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

Raw Data: July 2012 - June 2013

Month	SI	TCI	TCB	TMCI
Jul-2012	71	2,866	61,994	539,896
Aug-2012	36	1,341	62,044	119,814
Sep-2012	31	1,009	62,033	199,231
Oct-2012	32	4,368	62,013	649,659
Nov-2012	26	823	62,068	86,775
Dec-2012	18	4,890	62,118	540,319
Jan-2013	22	5,504	62,162	137,647
Feb-2013	13	4,917	62,120	616,741
Mar-2013	7	182	61,958	19,158
Apr-2013	48	3,935	61,767	672,419
May-2013	23	629	61,714	64,732
Jun-2013	<u>42</u>	<u>3,146</u>	<u>61,908</u>	<u>444,316</u>
TOTAL	369	33,610	61,992 *	4,090,707

* 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 occurring on August 9 - 10, 2012 and October 29 - November 1, 2012.

SAIDI

The SAIDI value for the 12 months ending June 2013 is 66. This result is 12% higher than results reported through March 2013.

SAIFI

The 12-month rolling SAIFI index decreased 2% from 0.55 in our last quarterly report to 0.54 for the period ending June 2013.

CAIDI

The CAIDI result of 122 for the 12-month reporting period ending June 2013 is up 14% from our last report.

All index values fall well below their respective standard and benchmark levels. UGI believes the changes in reliability results compared with the previous reporting periods are due to the natural variation of the events in each period and do not indicate any trends. It is always important to note, however, that weather conditions have 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: July 2012 – June 2013

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	18.70%	69	635	57,197
Company Agent	1.08%	4	3,480	68,275
Construction Error	0.27%	1	375	32,625
Customer Problem	0.27%	1	1	227
Equipment Failure	32.25%	119	10,232	1,384,518
Lightning	5.96%	22	1,463	285,918
Motor Vehicle	3.79%	14	2,511	451,761
Other	0.54%	2	4	533
Public	2.44%	9	261	43,513
Structure Fire	0.00%	0	0	0
Trees	24.12%	89	11,151	1,158,150
Unknown	2.71%	10	351	38,006
Weather Related	1.08%	4	83	19,678
Weather/Snow	0.27%	1	5	2,270
Weather/Ice	0.27%	1	7	427
Weather/Wind	<u>6.23%</u>	<u>23</u>	<u>3,051</u>	<u>547,609</u>
TOTAL	100.00%	369	33,610	4,090,707

Proposed Solutions to Identified Problems:

UGI has not identified any specific, significant issues on its system that need attention.

Work continues to establish the new OMS system. The model build, system interfaces and system configurations have all been completed. The project is now in the User Acceptance Testing phase.

UGI is also planning to perform a comparison of historical outage data and statistics against the new OMS model. Preliminary work is complete to identify outage cases that will be loaded from history into the OMS. Resulting OMS data will be compared to data from UGI’s current outage tracking process. We are scheduled to complete this comparison work in August.

The OMS project is on track to meet a projected in-service date later this year.

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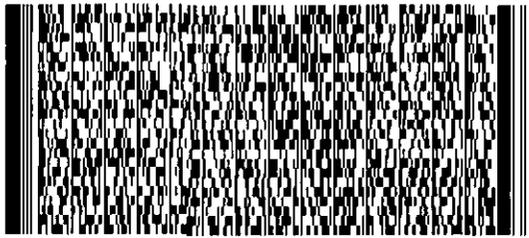
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Pennsylvania Public Utility Comm.
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HARRISBURG, PA 17120

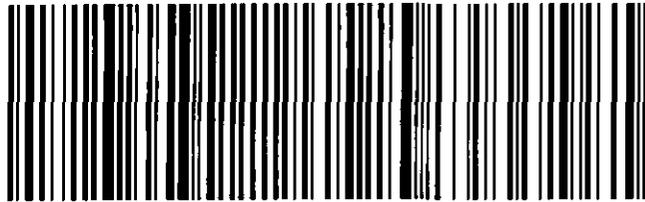
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