



UGI Utilities, Inc
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VIA E-FILING

October 31, 2014

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

**RE: Quarterly Electric System Reliability Report
12 Months Ending September 30, 2014**

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 its Quarterly System Reliability Report. This report contains SAIDI, SAIFI, and CAIDI results on a 12-month rolling basis for the period ending September 30, 2014 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending September 30, 2014. 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 Mr. David Lahoff at (610) 796-3520 or email dlahoff@ugi.com.

Sincerely,

A handwritten signature in blue ink that reads "Richard E. Gill".

Richard E. Gill
Electric Division, Director – Engineering & Operations
Attachment



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

November 1, 2014

**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.

On July 25, 2014, UGI Utilities, Inc. – Electric Division (UGI) filed a request for exclusion of major outage for reliability reporting purposes in accordance with the requirements of the Commission’s Order entered May 11, 2004, at M-00991220. Pursuant to the Commission’s approval of that request on August 8, 2014, all indices contained in this quarterly System Reliability Report, and the raw data used to calculate them, exclude the numbers related to this major event.

This request related to service interruptions associated with a severe thunderstorm cell that contained straight-line winds and an F0 tornado, which affected the UGI territory beginning in the evening hours of July 8, 2014. The high winds caused the loss of one (1) 66kV transmission line and 8 distribution feeders. This caused sustained service interruptions to 15,082 customers of UGI’s approximate 61,822 customer total. The sustained interruptions occurred in 482 trouble locations in Luzerne County and 3 locations in Wyoming County. Service interruptions began at 7:00 p.m. on July 8, 2014 with restoration completed at 12:54 p.m. on July 13, 2014.

§ 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 September, 2014	69	.49	142

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: October 2013 - September 2014

Month	SI	TCI	TCB	TMCI
Oct-2013	12	1,487	61,760	320,989
Nov-2013	37	6,489	61,813	737,874
Dec-2013	16	1,644	61,831	116,023
Jan-2014	17	2,054	61,722	148,185
Feb-2014	13	145	61,738	15,794
Mar-2014	16	3,561	61,585	493,075
Apr-2014	34	3,052	61,507	240,757
May-2014	32	4,021	61,210	647,778
Jun-2014	21	2,100	61,060	734,190
Jul-2014	17	2,454	60,985	418,678
Aug-2014	27	1,824	60,972	229,463
Sep-2014	<u>18</u>	<u>1,104</u>	<u>60,896</u>	<u>134,870</u>
TOTAL	260	29,935	61,423 *	4,237,676

* 12-month arithmetic average

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

SAIDI

The SAIDI value for the 12 months ending September 2014 is 69. This result is 24% lower than results reported through June 2014.

SAIFI

The 12-month rolling SAIFI index decreased 32% from 0.72 in our last quarterly report to 0.49 for the period ending September 2014.

CAIDI

The CAIDI result of 142 for the 12-month reporting period ending September 2014 is up 13% from our last report.

All index values fall 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 can have considerable impact on these values.

**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: October 2013 – September 2014

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	17.69%	46	421	31,077
Company Agent	0.00%	0	0	0
Construction Error	0.38%	1	17	850
Customer Problem	0.77%	2	2	300
Equipment Failure	33.46%	87	6,028	802,085
Lightning	3.08%	8	1,890	308,639
Motor Vehicle	9.23%	24	6,467	617,365
Other	0.00%	0	0	0
Public	4.23%	11	3,651	153,770
Structure Fire	1.92%	5	176	14,862
Trees	23.08%	60	10,827	2,236,708
Unknown	3.46%	9	355	54,682
Weather Related	0.77%	2	10	6,596
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.77%	2	2	157
Weather/Wind	<u>1.15%</u>	<u>3</u>	<u>89</u>	<u>10,585</u>
TOTAL	100.00%	260	29,935	4,237,676

Proposed Solutions to Identified Problems:

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