



UGI Utilities, Inc.
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VIA E-FILING

May 1, 2015

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 March 31, 2015
Docket Nos. L-0003016 and M-00991220**

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 March 31, 2015, along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending March 31, 2015. 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 are each being served with copies of this filing.

Questions related to the attached report should be directed to Vince DeGiusto, Jr. at (570) 830-1289 or email vdegiustojr@ugi.com.

Sincerely,

A handwritten signature in blue ink that reads "Eric Sorber".

Eric Sorber
Electric Division, Director – Engineering & Operations

Attachment

cc: **VIA FEDERAL EXPRESS**

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

May 1, 2015

**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 March,31 2015	59	.38	153

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: April 2014 - March 2015

Month	SI	TCI	TCB	TMCI
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	18	1,104	60,896	134,870
Oct-2014	25	2,472	60,939	342,952
Nov-2014	31	3,470	60,903	345,580
Dec-2014	21	628	60,886	111,439
Jan-2015	24	222	60,924	19,932
Feb-2015	17	1,830	60,835	331,606
Mar-2015	<u>21</u>	<u>193</u>	<u>60,721</u>	<u>18,595</u>
TOTAL	288	23,370	60,987 *	3,575,840

* 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 March 2015 is 59. This result is 6% lower than results reported through December 2014.

SAIFI

The 12-month rolling SAIFI index decreased 14% from 0.44 in our last quarterly report to 0.38 for the period ending March 2015.

CAIDI

The CAIDI result of 153 for the 12-month reporting period ending March 2015 is up 6% 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: April 2014 – March 2015

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	15.97%	46	272	19,271
Company Agent	0.69%	2	38	730
Construction Error	0.00%	0	0	0
Customer Problem	1.04%	3	4	588
Equipment Failure	34.03%	98	3,679	737,926
Lightning	2.08%	6	1,309	145,506
Motor Vehicle	8.68%	25	2,966	384,897
Other	0.69%	2	47	7,256
Public	2.78%	8	2,346	87,115
Structure Fire	1.39%	4	169	11,004
Trees	22.57%	65	10,274	1,790,188
Unknown	6.60%	19	2,014	349,347
Weather Related	1.04%	3	11	6,940
Weather/Snow	0.69%	2	116	20,344
Weather/Ice	0.00%	0	0	0
Weather/Wind	<u>1.74%</u>	<u>5</u>	<u>125</u>	<u>14,728</u>
TOTAL	100.00%	288	23,370	3,575,840

Proposed Solutions to Identified Problems:

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