



April 26, 2016

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

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PA PUBLIC UTILITY COMMISSION
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RE: Quarterly Electric System Reliability Report
12 Months Ending March 31, 2016
Docket Nos. L-00030161 and M-00991220

Dear Secretary Chiavetta:

Enclosed, please find UGI Utilities, Inc., Quarterly Electric System Reliability Report for the 12 month period ending March 31, 2016 with an original signature as requested.

Should you have any questions or concerns please contact me at 570-830-1286 or via email at esorber@ugi.com.

Sincerely,

Eric Sorber
Director Engineering & Operations
UGI Utilities, Inc. – Electric Division
One UGI Center
Wilkes-Barre, PA 18701



UGI Utilities, Inc.
2525 N. 12th Street
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610-796-3400

VIA FEDERAL-EXPRESS

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RE: **Quarterly Electric System Reliability Report
12 Months Ending March 31, 2015
Docket Nos. L-00030161 and M-00991220**

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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, 2016 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, 2016. 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 Mr. Vince DeGiusto, Jr. at (570) 830-1289 or email vdegiustojr@ugi.com.

Sincerely,

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**

April 18, 2016

**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 2016	71	.65	109

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

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

Raw Data: April 2015 - March 2016

Month	SI	TCI	TCB	TMCI
Apr-2015	34	546	60,417	77,730
May-2015	35	1,938	60,433	166,459
Jun-2015	48	9,447	60,294	988,740
Jul-2015	27	2,582	60,201	247,239
Aug-2015	33	823	60,069	99,527
Sep-2015	33	932	59,978	73,859
Oct-2015	20	1,377	59,903	69,335
Nov-2015	32	3,884	59,914	344,674
Dec-2015	22	348	59,879	40,669
Jan-2016	27	639	59,889	90,830
Feb-2016	40	9,830	59,889	1,258,214
Mar-2016	26	6,973	59,783	831,584
TOTAL	377	39,319	60,054 *	4,288,860

* 12-month arithmetic average

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

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SAIDI

The SAIDI value for the 12 months ending March 2016 is 71. This result is 73% higher than results reported through December 2015.

SAIFI

The 12-month rolling SAIFI index increased 63% from 0.40 in our last quarterly report to 0.65 for the period ending March 2016.

CAIDI

The CAIDI result of 109 for the 12-month reporting period ending March 2016 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 2015 – March 2016

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	20.16%	76	700	59,955
Company Agent	0.00%	0	0	0
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Dig In	0.27%	1	1	238
Equipment Failure	34.75%	131	15,066	1,566,462
Lightning	5.57%	21	1,490	88,452
Motor Vehicle	6.63%	25	8,070	1,078,362
Other	0.53%	2	6	552
Public	5.84%	22	2,064	227,033
Structure Fire	0.80%	3	629	18,482
Trees	18.30%	69	8,210	778,742
Unknown	2.65%	10	1,197	118,224
Weather Related	2.12%	8	61	7,567
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.53%	2	616	47,960
Weather/Wind	1.86%	7	1,209	296,831
TOTAL	100.00%	377	39,319	4,288,860

Proposed Solutions to Identified Problems:

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

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