



UGI Utilities, Inc.
2525 N. 12th Street
Suite 360
PO Box 12677
Reading, PA 19612-2677

610-796-3400

VIA E-FILING

October 31, 2016

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, 2016
Docket Nos. L-00030161 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 September 30, 2016 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, 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**

Tanya J. McCloskey
Office of Consumer Advocate
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA 17101-1921

John R. Evans
Small Business Advocate
Suite 1102, Commerce Bldg.
300 North Second St.
Harrisburg, PA 17101

Dennis Hosler, Director
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101

David Washko, Deputy Director
Bureau of Technical Utility Services
Commonwealth Keystone Building
3rd Floor
400 North Street
Harrisburg, PA 17120

ELECTRONIC MAIL

David Washko, Deputy Director
Bureau of Technical Utility Services
dwashko@pa.gov



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

October 31, 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 September, 30 2016	84	0.70	119

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 2015 - September 2016

Month	SI	TCI	TCB	TMCI
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
Apr-2016	46	1,672	59,519	449,736
May-2016	27	3,631	59,375	713,329
Jun-2016	38	1,060	60,944	127,727
Jul-2016	48	10,274	63,668	753,493
Aug-2016	49	1,140	63,653	150,282
Sep-2016	26	1,782	63,584	249,920
TOTAL	401	42,610	60,833 *	5,079,793

* 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 2016 is 84. This result is 15% higher than results reported through June 2016.

SAIFI

The 12-month rolling SAIFI index increased 25% from 0.56 in our last quarterly report to 0.70 for the period ending September 2016.

CAIDI

The CAIDI result of 119 for the 12-month reporting period ending September 2016 is down 8% 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 2015 – September 2016

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	19.70%	79	869	77,912
Company Agent	0.25%	1	21	231
Construction Error	0.00%	0	0	0
Customer Problem	0.25%	1	1	65
Dig In	0.25%	1	1	238
Equipment Failure	30.42%	122	17,932	1,734,151
Lightning	4.49%	18	1,335	101,579
Motor Vehicle	7.98%	32	4,465	916,419
Other	1.00%	4	8	730
Public	2.00%	8	77	14,712
Structure Fire	0.50%	2	604	13,782
Trees	23.44%	94	10,701	1,275,493
Unknown	1.75%	7	1,681	164,983
Weather Related	3.49%	14	1,646	86,457
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.50%	2	616	47,960
Weather/Wind	3.99%	16	2,653	645,081
TOTAL	100.00%	401	42,610	5,079,793

Proposed Solutions to Identified Problems:

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