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**VIA E-FILING**

April 17, 2017

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, 2017  
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 March 31, 2017 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, 2017. 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](mailto:vdegiustojr@ugi.com).

Sincerely,

DocuSigned by:  
  
1899663FE145402...

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 17, 2017

**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:

	<b>SAIDI</b>	<b>SAIFI</b>	<b>CAIDI</b>
<b>12-Month Standard</b>	<b>256</b>	<b>1.12</b>	<b>228</b>
<b>12-Month Benchmark</b>	<b>140</b>	<b>0.83</b>	<b>169</b>
12 months Ended March 31, 2017	55	0.43	127

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 2016 - March 2017**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Oct-2016	33	578	63,644	120,393
Nov-2016	10	553	63,662	22,521
Dec-2016	12	777	63,666	78,310
Jan-2017	24	1,171	63,729	137,902
Feb-2017	21	685	63,748	156,560
Mar-2017	41	3,588	63,792	461,297
<b>TOTAL</b>	<b>375</b>	<b>26,911</b>	<b>62,749 *</b>	<b>3,421,470</b>

\* 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 2017 is 55. This result is 29% lower than results reported through December 2016.

**SAIFI**

The 12-month rolling SAIFI index decreased 32% from 0.63 in our last quarterly report to 0.43 for the period ending March 2017.

**CAIDI**

The CAIDI result of 127 for the 12-month reporting period ending March 2017 is up 2% 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 2016 – March 2017**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	14.93%	56	741	63,123
Company Agent	1.07%	4	55	1,662
Construction Error	0.00%	0	0	0
Customer Problem	0.27%	1	1	65
Dig In	0.53%	2	12	1,907
Equipment Failure	28.00%	105	9,111	757,243
Lightning	3.47%	13	338	56,882
Motor Vehicle	9.07%	34	4,004	742,369
Other	0.80%	3	32	3,028
Public	0.80%	3	22	2,411
Structure Fire	0.00%	0	0	0
Trees	28.80%	108	8,396	1,211,253
Unknown	2.93%	11	629	70,399
Weather Related	2.93%	11	1,624	85,282
Weather/Snow	1.07%	4	103	12,420
Weather/Ice	0.80%	3	90	32,525
Weather/Wind	4.53%	17	1,753	380,901
<b>TOTAL</b>	<b>100.00%</b>	<b>375</b>	<b>26,911</b>	<b>3,421,470</b>

**Proposed Solutions to Identified Problems:**

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