



UGI Utilities, Inc.  
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**VIA E-FILING**

(800) 276-2722

February 1, 2018

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 December 31, 2017  
Docket No. M-2016-2522508**

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 No. M-2016-2522508, 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 December 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 December 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,

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

February 1, 2018

**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
<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 December 31, 2017	64	0.49	131

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: January 2017 – December 2017**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Apr-2017	23	3,708	63,773	352,494
May-2017	40	2,975	63,719	560,540
Jun-2017	38	4,273	63,734	543,442
Jul-2017	41	2,153	63,673	351,089
Aug-2017	32	2,643	63,687	556,026
Sep-2017	13	3,861	63,708	269,491
Oct-2017	36	4,568	63,634	312,749
Nov-2017	25	1,186	63,549	323,967
Dec-2017	17	584	63,528	80,312
<b>TOTAL</b>	<b>351</b>	<b>31,395</b>	<b>63,690 *</b>	<b>4,105,869</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 December 2017 is 64. This result is 12% higher than results reported through September 2017.

**SAIFI**

The 12-month rolling SAIFI index increased 17% from 0.42 in our last quarterly report to 0.49 for the period ending December 2017.

**CAIDI**

The CAIDI result of 131 for the 12-month reporting period ending December 2017 is down 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: January 2017 – December 2017**

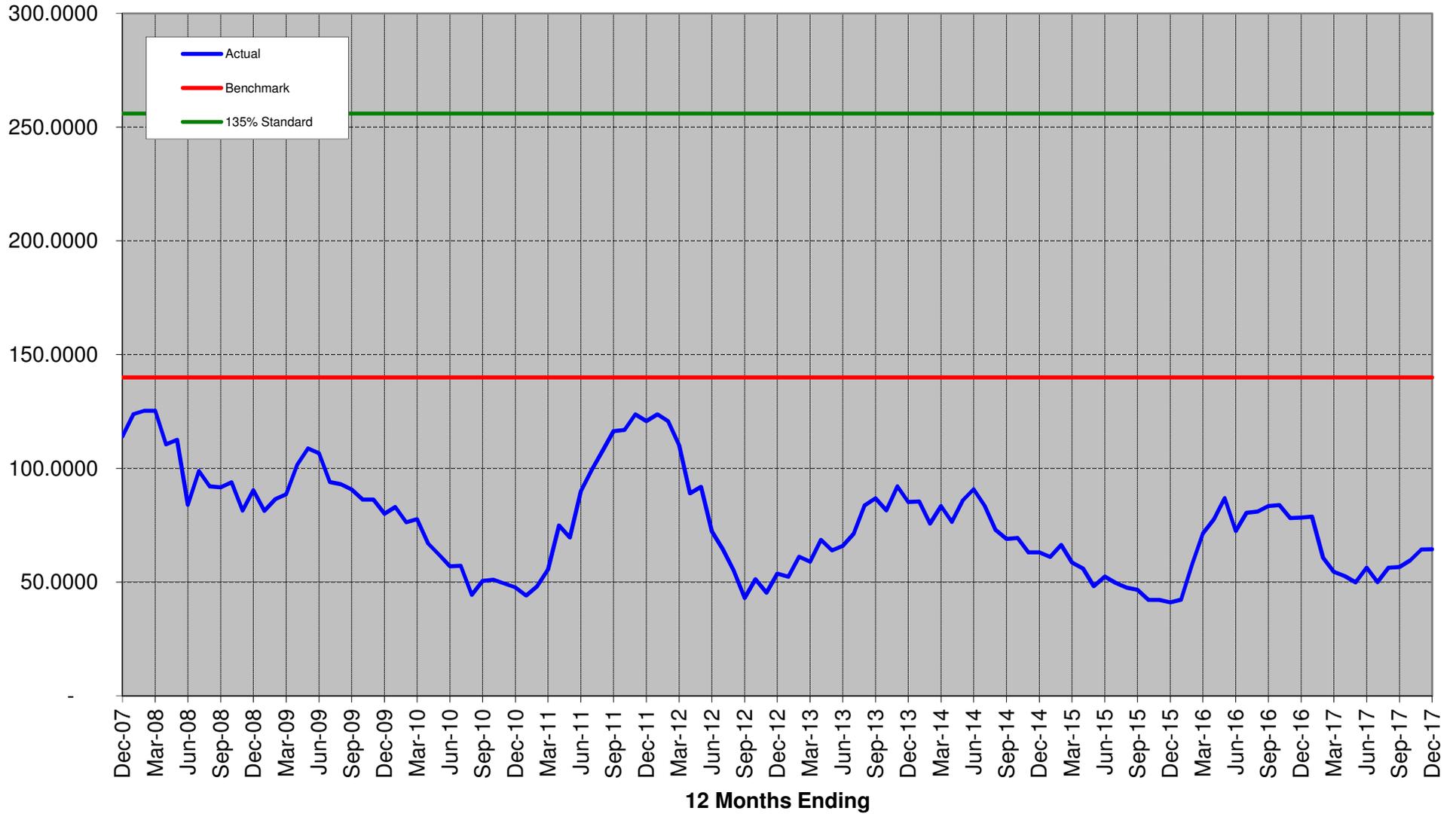
<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	12.54%	44	783	50,611
Company Agent	0.57%	2	2	207
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Dig In	0.28%	1	90	11,200
Equipment Failure	27.92%	98	11,323	1,413,234
Lightning	1.42%	5	375	31,452
Motor Vehicle	7.69%	27	3,428	525,553
Other	1.99%	7	114	8,244
Public	3.42%	12	3,649	239,619
Structure Fire	0.00%	0	0	0
Trees	34.19%	120	9,336	1,612,919
Unknown	3.70%	13	559	23,431
Weather Related	0.28%	1	204	19,176
Weather/Snow	1.14%	4	103	12,420
Weather/Ice	0.85%	3	90	32,525
Weather/Wind	3.99%	14	1,339	125,278
<b>TOTAL</b>	<b>100.00%</b>	<b>351</b>	<b>31,395</b>	<b>4,105,869</b>

**Proposed Solutions to Identified Problems:**

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

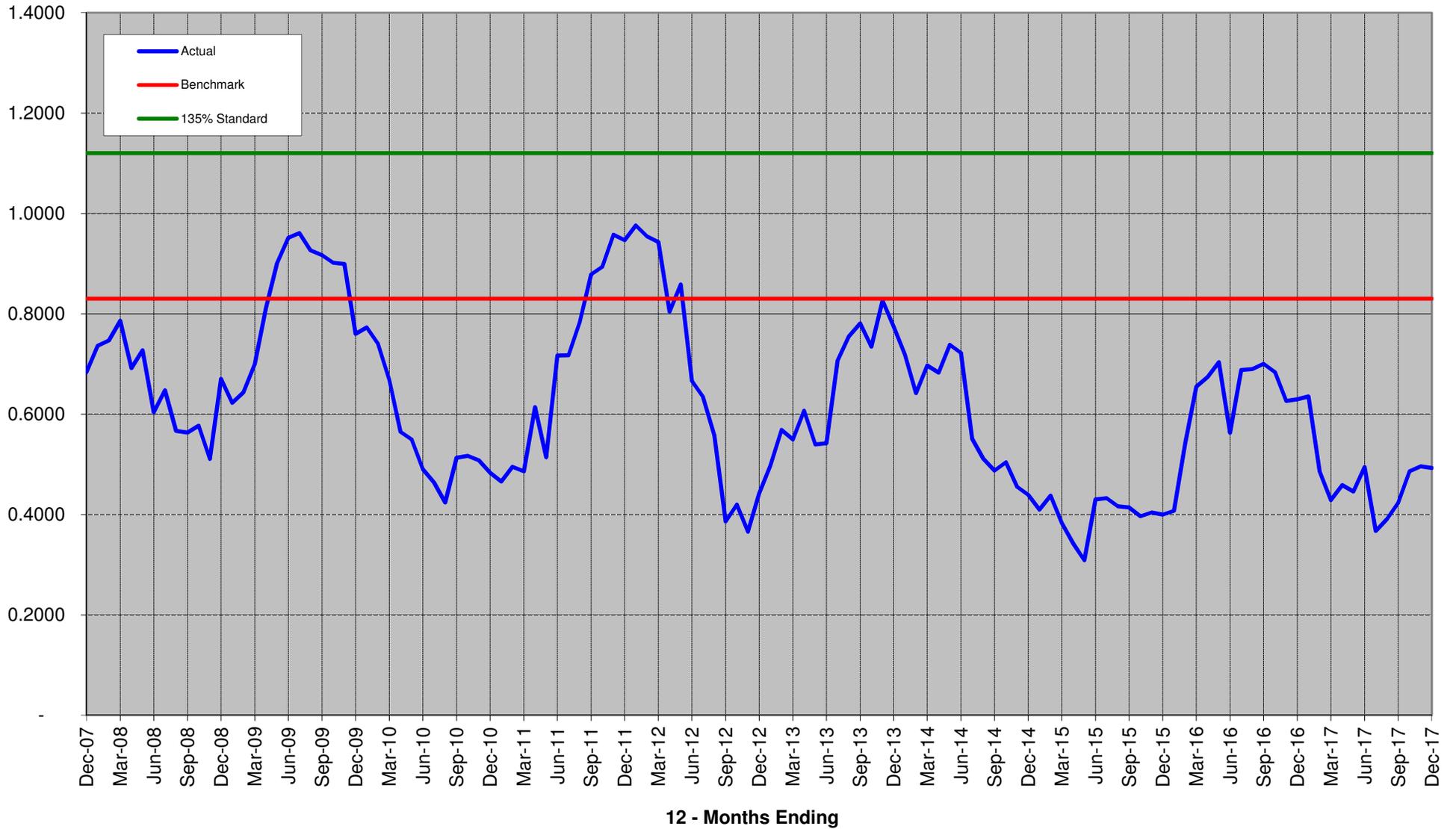
# SYSTEM RELIABILITY

## System Average Interruption Duration Index SAIDI



# SYSTEM RELIABILITY

## System Average Interruption Frequency Index SAIFI



# SYSTEM RELIABILITY

## Customer Average Interruption Duration Index CAIDI

