



UGI Utilities, Inc.
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VIA E-FILING

(800) 276-2722

May 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 March 31, 2018
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 March 31, 2018 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, 2018. The actual statistics are all favorable to the standards adopted for UGI and SAIDI and SAIFI are favorable to the benchmarks 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

May 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 |
|--------------------------------|------------|-------------|------------|
| 12-Month Standard | 256 | 1.12 | 228 |
| 12-Month Benchmark | 140 | 0.83 | 169 |
| 12 months Ended March 31, 2018 | 109 | 0.53 | 208 |

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 2017 – March 2018

| Month | SI | TCI | TCB | TMCI |
|--------------|------------|---------------|-----------------|------------------|
| 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 |
| Jan-2018 | 35 | 3,397 | 63,491 | 676,409 |
| Feb-2018 | 12 | 116 | 63,352 | 16,175 |
| Mar-2018 | 91 | 3,991 | 63,311 | 2,916,858 |
| TOTAL | 403 | 33,455 | 63,597 * | 6,959,552 |

* 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 2018 is 109. This result is 70% higher than results reported through December 2017.

SAIFI

The 12-month rolling SAIFI index increased 8% from 0.49 in our last quarterly report to 0.53 for the period ending March 2018.

CAIDI

The CAIDI result of 208 for the 12-month reporting period ending March 2018 is up 59% from our last report.

All index values fall below their respective standard and SAIDI and SAIFI are below the 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 as is the case in this report, which reflects an increased number of outages that resulted from the March 2, 2018 wind storm.

**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 2017 – March 2018

| Cause | % of Total Incidents | Number of Interruptions | Customers Interrupted | Minutes Interrupted |
|--------------------|-----------------------------|--------------------------------|------------------------------|----------------------------|
| Animal | 11.91% | 48 | 820 | 52,274 |
| Company Agent | 0.99% | 4 | 341 | 2,682 |
| Construction Error | 0.00% | 0 | 0 | 0 |
| Customer Problem | 0.25% | 1 | 1 | 136 |
| Dig In | 0.25% | 1 | 90 | 11,200 |
| Equipment Failure | 23.57% | 95 | 10,381 | 1,350,774 |
| Lightning | 1.24% | 5 | 375 | 31,452 |
| Motor Vehicle | 6.70% | 27 | 3,354 | 548,284 |
| Other | 1.74% | 7 | 88 | 5,790 |
| Public | 2.98% | 12 | 3,649 | 239,619 |
| Structure Fire | 0.00% | 0 | 0 | 0 |
| Trees | 36.72% | 148 | 9,900 | 3,522,328 |
| Unknown | 3.23% | 13 | 556 | 24,023 |
| Weather Related | 0.25% | 1 | 204 | 19,176 |
| Weather/Snow | 0.25% | 1 | 75 | 27,750 |
| Weather/Ice | 0.25% | 1 | 18 | 1,962 |
| Weather/Wind | 9.68% | 39 | 3,603 | 1,122,102 |
| TOTAL | 100.00% | 403 | 33,455 | 6,959,552 |

Proposed Solutions to Identified Problems:

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