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**VIA FEDERAL EXPRESS**

May 16, 2019

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, 2019  
Docket Nos. 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 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, 2019 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, 2019. The actual statistics for SAIDI and CAIDI are favorable to the 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

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MAY 16 2019

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Attachment

cc: **VIA FEDERAL EXPRESS**

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

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**MAY 16 2019**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

**May 15, 2019**

**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 March 31, 2019	172	1.22	141

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

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**Raw Data: April 2018 – March 2019**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
Apr-2018	52	4,494	63,226	1,050,570
May-2018	90	10,269	63,098	2,430,214
Jun-2018	47	7,643	63,023	560,989
Jul-2018	79	26,392	62,999	2,726,606
Aug-2018	32	6,696	62,864	754,177
Sep-2018	39	7,043	62,771	2,103,322
Oct-2018	36	1,017	62,587	158,744
Nov-2018	28	3,083	62,585	221,274
Dec-2018	22	1,264	62,520	174,493
Jan-2019	19	1,018	62,472	100,178
Feb-2019	40	6,750	62,462	436,307
Mar-2019	<u>23</u>	<u>922</u>	<u>62,459</u>	<u>53,936</u>
<b>TOTAL</b>	<b>507</b>	<b>76,591</b>	<b>62,756 *</b>	<b>10,770,810</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 2019 is 172. This result is 19% lower than results reported through December 2019.

**SAIFI**

The 12-month rolling SAIFI index increased from 1.20 in our last quarterly report to 1.22 for the period ending March 2019.

**CAIDI**

The CAIDI result of 141 for the 12-month reporting period ending March 2019 is down 21% from our last report.

The SAIDI index value is above the benchmark levels but fell below the standard levels. The SAIFI value was above both the benchmark and standard levels. CAIDI index value was below both the benchmark and standard levels. As stated in the last report, UGI conducted a review of the outage incidents that impacted the UGI service territory during 2018. The data indicated the change in reliability is a result of several significant storm events compounded by the record wet weather in 2018, that resulted in an elevated number of tree related outages as well as two equipment failures/mis-operations. Together these events negatively impacted our facilities, customers, and the resulting metrics. UGI has several ongoing reliability projects and continues

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System Reliability Report**

to look for new reliability solutions that will address some of the problem areas identified in our review. This includes development of new tie-lines, feeder segmentation, line relocations, distribution automation and targeted vegetation management.

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**§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 2018 – March 2019**

<b>Outage Cause</b>	<b>% Of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	13.23%	66	543	51,600
Company Agent	0.40%	2	1	323
Construction Error	0.00%	0	0	0
Customer Problem	0.20%	1	687	68,576
Dig In	0.20%	1	3	420
Equipment Failure	24.65%	123	26,212	1,984,954
Lightning	4.81%	24	856	102,971
Motor Vehicle	5.81%	29	8,508	1,595,357
Other	0.80%	4	15	1,514
Public	1.00%	5	4,324	177,763
Structure Fire	0.20%	1	1	189
Trees	34.87%	174	18,754	4,078,614
Unknown	3.01%	15	2,519	356,970
Weather Related	4.81%	24	11,016	1,817,582
Weather/Snow	0.20%	1	3	678
Weather/Ice	0.00%	0	0	0
Weather/Wind	5.81%	29	1,516	487,896
	100.00%	499	74,958	10,725,407

**Proposed Solutions to Identified Problems:**

UGI has identified and is addressing an increased number of danger trees resulting from the decline of the Pennsylvania ash tree. This species has been impacted by the Emerald Ash Borer throughout the UGI service territory. UGI has added an additional vegetation crew to assist with an increased number of danger tree removals.

