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VIA FEDERAL EXPRESS

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

July 29, 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 June 30, 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 June 30, 2019 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending June 30, 2019. UGI continues to review and evaluate the recent decline in reliability performance to ensure the identification of underlying cause(s) and the appropriate short and or long term response strategy.

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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Energy to do more®

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

August 1, 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.

A single major event occurred during the preceding quarter. On April 15, 2019, 13,964 customers were affected by a thunderstorm with high winds. The outages began at 0117 and the last customer was restored at 1255 on April 18th.

UGI continues to look for long term reliability improvements from the programs outlined in the Long-Term Infrastructure Improvement Plan (LTIP). LTIP programs include replacement of wood poles, increased sectionalizing, distribution automation, creation of new tie-lines and relocation of lines to road-side locations for easier access and vegetation management.

§ 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 June 30, 2019	259	1.34	194

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

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Raw Data: July 2017 – June 2018

Month	SI	TCI	TCB	TMCI
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	23	922	62,459	53,936
Apr-2019	40	14,045	62,389	5,821,756
May-2019	33	6,911	62,389	3,081,391
Jun-2019	39	8,504	62,109	566,506
TOTAL	430	83,645	62,551 *	16,198,690

* 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 June 2019 is 259. This result is 33% higher than results reported through March 2019.

SAIFI

The 12-month rolling SAIFI index increased from 1.22 in our last quarterly report to 1.34 for the period ending June 2019.

CAIDI

The CAIDI result of 194 for the 12-month reporting period ending June 2019 has increased 27% from our last report.

SAIDI and SAIFI index values are above both the benchmark and standard levels. The CAIDI index value was above the benchmark but below the standard level. UGI has conducted a review of the outage incidents that impacted the UGI service territory in calendar 2018 and through June 2019. The data indicates the change in reliability is a result of several significant storm events compounded by the record wet weather in 2018 and continuing in 2019, that resulted in an elevated number of weather/tree related outages as well as the major event outlined in this report. This major event coupled with other significant events occurring in the reporting period, negatively impacted our facilities, customers, and the resulting metrics. UGI has several ongoing

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

reliability projects and continues 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, porcelain cut-out replacement, 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: July 2017 – June 2018

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	9.38%	51	310	29,001
Company Agent	0.37%	2	1	323
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Dig In	0.18%	1	1	1,081
Equipment Failure	24.08%	131	26,495	1,588,010
Lightning	4.04%	22	943	108,205
Motor Vehicle	4.78%	26	6,536	1,224,009
Other	1.65%	9	2,911	63,573
Public	1.47%	8	818	42,833
Structure Fire	0.18%	1	1	189
Trees	30.15%	164	17,954	5,459,712
Unknown	2.76%	15	2,576	363,291
Weather Related	16.18%	88	23,352	6,709,237
Weather/Snow	0.18%	1	3	678
Weather/Ice	0.00%	0	0	0
Weather/Wind	4.60%	25	1,744	608,548
	100.00%	544	83,645	16,198,690

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.

