



Energy to do more®

Eric Sorber  
UGI Utilities, Inc.  
511 East Northampton St  
Wilkes-Barre Pa 18711

570-830-1286 Telephone

October 28, 2019

**VIA E-FILING**

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**RE: Amended 2<sup>nd</sup> Quarter Electric System Reliability Report, 12 Months Ending June 30, 2019  
Quarterly Reliability Reporting Docket No. M-2016-2522508  
Major Event Exclusion Docket No. M-2019-3012218**

Dear Secretary Chiavetta:

On September 10, 2019, via Secretarial Letter, the Pennsylvania Public Utility Commission (“the Commission”) approved the *nunc pro tunc* request of UGI Utilities Inc. – Electric Division (“UGI Electric”) for a Major Event Exclusion at Docket No. M-2019-3012218. The *nunc pro tunc* request related to a major storm event that occurred on April 15, 2019.

The Secretarial Letter required, among other items, that UGI Electric file an updated Quarterly Reliability Report for the 2nd quarter of 2019 that excludes the April 15, 2019 event. In accordance with the Secretarial Letter, UGI Electric hereby files an Amended 2<sup>nd</sup> Quarter System Reliability Report. This amended report contains amended SAIDI, SAIFI, and CAIDI results on a 12-month rolling basis for the period ending June 30, 2019, removing data associated with the April 15, 2019 Major Event 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. Below is a summary of the changes to SAIDI, SAIFI, and CAIDI:

	SAIDI	SAIFI	CAIDI
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
ORIGINAL 2 <sup>nd</sup> Quarter Filing	259	1.34	194
<b>AMENDED 2<sup>nd</sup> Quarter Filing</b>	<b>166</b>	<b>1.11</b>	<b>149</b>

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 [vdeggiustojr@ugi.com](mailto:vdeggiustojr@ugi.com).

Sincerely,



Eric Sorber  
UGI Electric Division, Director – Engineering & Operations

Enclosure:

cc: **VIA FEDERAL EXPRESS**

Tanya J. McCloskey  
Office of Consumer Advocate  
555 Walnut St.  
5<sup>th</sup> Floor, Forum Place  
Harrisburg, PA 17101-1921

John R. Evans  
Small Business Advocate  
Suite 1102, Commerce Bldg.  
300 North Second St.  
Harrisburg, PA 17101

Kelly Monaghan, Director  
Bureau of Audits  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Bldg.  
3<sup>rd</sup> Floor, F East  
Harrisburg, PA 17101

David Washko, Deputy Director  
Bureau of Technical Utility Services  
Commonwealth Keystone Building  
3<sup>rd</sup> Floor  
400 North Street  
Harrisburg, PA 17120

**VIA ELECTRONIC MAIL**

David Washko, Deputy Director  
Bureau of Technical Utility Services  
[dwashko@pa.gov](mailto:dwashko@pa.gov)



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

August 1, 2019  
Amended October 28, 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 major lightning storm impacted UGI’s service territory on April 15th which impacted customers through April 16<sup>th</sup>. This storm impacted 13,922 customers and resulted in 5,791,636 customer minutes interrupted. UGI was granted an exemption for this major event by Secretarial Letter dated September 4, 2019 at Docket No. M-2019-3012218. As such the metrics relating to that major event are excluded from this report.

**§ 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 June 30, 2019	166	1.11	149

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: July 2018 – June 2019**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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	31	123	62,389	30,120
May-2019	86	6,911	62,389	3,081,391
Jun-2019	39	8,504	62,109	566,506
<b>TOTAL</b>	<b>474</b>	<b>69,723</b>	<b>62,551 *</b>	<b>10,407,054</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 June 2019 is 166. This result is the same as results reported through March 2019.

**SAIFI**

The 12-month rolling SAIFI index decreased from 1.22 in our last quarterly report to 1.11 for the period ending June 2019.

**CAIDI**

The CAIDI result of 149 for the 12-month reporting period ending June 2019 has increased 10% from our last report.

CAIDI, SAIDI and SAIFI index values are above the benchmark levels but below the standard levels. 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 tree related outages as well as the major event outlined in this report. This wet weather coupled with other significant events occurring in the reporting period, negatively impacted our facilities, customers, and the resulting metrics. UGI has several ongoing reliability projects and continues to look for new reliability

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

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.

**§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 2018 – June 2019**

<b>Outage Cause</b>	<b>% Of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	10.76%	51	310	29,001
Company Agent	0.42%	2	1	323
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Dig In	0.21%	1	1	1,081
Equipment Failure	27.43%	130	26,491	1,582,990
Lightning	4.64%	22	943	108,205
Motor Vehicle	5.49%	26	6,536	1,224,009
Other	1.90%	9	2,911	63,573
Public	1.69%	8	818	42,833
Structure Fire	0.21%	1	1	189
Trees	26.16%	124	13,912	2,254,333
Unknown	3.16%	15	2,576	363,291
Weather Related	14.56%	69	13,624	4,274,034
Weather/Snow	0.21%	1	3	678
Weather/Ice	0.00%	0	0	0
Weather/Wind	3.16%	15	1,596	462,514
	100.00%	474	69,723	10,407,054

**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.