



VIA E-FILING

October 24, 2019

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

**RE: 3rd Quarter Electric System Reliability Report
12 Months Ending September 30, 2019
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 September 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 September 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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UGI Utilities, Inc. – Electric Division
System Reliability Report:
Quarterly Update

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.

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 September 30, 2019	161	.85	190

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

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Raw Data: October 2018 – September 2019

Month	SI	TCI	TCB	TMCI
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
Jul-2019	89	8,894	62,000	1,141,711
Aug-2019	66	8,457	61,977	3,686,128
Sep-2019	28	5,743	61,707	351,805
TOTAL	507	52,686	62,305 *	10,002,593

* 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 September 2019 is 161. This result is 3% lower than results reported through June 2019.

SAIFI

The 12-month rolling SAIFI index decreased from 1.11 in our last quarterly report to 0.85 for the period ending September 2019.

CAIDI

The CAIDI result of 190 for the 12-month reporting period ending September 2019 has increased 27% from our last report.

SAIFI, SAIDI and CAIDI are all below the 12-Month standard but all above the 12-Month benchmark. The improvement over the last quarterly report can be attributed to the exemption UGI was granted for a storm that affected UGI during April 2019. UGI has conducted a review of the quarter and found that the most significant contribution to reliability was a lightning storm, which among other issues caused a transmission outage resulting in the loss of an entire substation for an extended period. UGI has several ongoing reliability projects and continues to look for new reliability solutions that will address some of the problem areas identified in our

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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: October 2018 – September 2019

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	9.47%	48	3,603	92,464
Company Agent	0.20%	1	1	323
Construction Error	0.00%	0	0	0
Customer Problem	0.39%	2	3	4,606
Dig In	0.20%	1	1	1,081
Equipment Failure	24.85%	126	16,254	1,396,802
Lightning	6.31%	32	4,943	1,144,605
Motor Vehicle	4.73%	24	3,442	309,642
Other	1.78%	9	2,910	63,432
Public	1.78%	9	592	25,204
Structure Fire	0.20%	1	1	189
Trees	29.78%	151	11,318	2,462,138
Unknown	3.16%	16	825	111,939
Weather Related	13.41%	68	7,276	3,939,391
Weather/Snow	0.20%	1	3	678
Weather/Ice	0.79%	4	39	5,372
Weather/Wind	2.76%	14	1,475	444,727
	100.00%	507	52,686	10,002,593

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. UGI is also investigating the use of fault location, isolation and service restoration technology, which has the potential to significantly reduce UGI customer outage times.