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VIA STANDARD MAIL & EMAIL

April 30, 2020

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

**RE: 1st Quarter Electric System Reliability Report
12 Months Ending March 31, 2020
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, 2020 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, 2020. 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,

A handwritten signature in blue ink that reads "Eric Sorber". The signature is fluid and cursive, with the first name "Eric" and last name "Sorber" clearly distinguishable.

Eric Sorber
VP & GM UGI Utilities Inc. - Electric Division

Attachment

cc: **VIA STANDARD MAIL & EMAIL**

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

May 1, 2020

**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, 2020	185	0.87	212

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 2019 – March 2020

Month	SI	TCI	TCB	TMCI
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	27	5,743	61,707	351,805
Oct-2019	32	5,183	61,535	719,218
Nov-2019	54	1,579	62,090	488,208
Dec-2019	25	5,862	62,078	640,951
Jan-2020	26	827	62,115	70,758
Feb-2020	17	1,363	62,086	550,810
Mar-2020	15	500	62,052	136,123
TOTAL	507	53,946	62,044 *	11,463,729

* 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 2020 is 185. This result is 1.6% higher than results reported through December 2019.

SAIFI

The 12-month rolling SAIFI index decreased from 0.96 in our last quarterly report to 0.87 for the period ending March 2020.

CAIDI

The CAIDI result of 212 for the 12-month reporting period ending March 2020 has increased 12.8% from our last report.

SAIFI, SAIDI and CAIDI are all below the 12-Month standard but all above the 12-Month benchmark. UGI conducted a review of the quarter and found that the most significant contribution to the reliability metrics was multiple off right-of-way tree related events resulting in significant damage and complex repairs. UGI has several ongoing reliability projects and continues to look for new reliability solutions that will address problems identified in our review. This includes possible additions to the vegetation management workforce as well as increasing targeted removals and supplemental trimming cycles.

**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 2019 – March 2020

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	13.21%	67	3,862	111,031
Company Agent	0.00%	0	0	0
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	20.12%	102	14,131	1,633,012
Lightning	5.72%	29	4,926	1,140,465
Motor Vehicle	3.16%	16	3,084	335,231
Other	1.78%	9	1,756	45,856
Public	1.78%	9	590	25,166
Structure Fire	0.00%	0	0	0
Trees	33.14%	168	14,364	3,397,466
Unknown	3.55%	18	461	104,607
Weather Related	13.61%	69	7,159	3,908,218
Weather/Snow	0.20%	1	58	9,744
Weather/Ice	2.17%	11	1,822	156,692
Weather/Wind	0.99%	5	1,729	590,554
TOTAL	100.00%	507	53,946	11,463,729

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 continues to add Distribution Automation (DA) devices, controllable from its Control Center, reducing outage duration by providing remote switching capability. 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.