



UGI Utilities, Inc.
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July 29, 2020

VIA E-FILING

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

**RE: UGI Utilities, Inc. – Electric Division
Quarterly Electric System Reliability Report
12 Months Ending June 30th, 2020
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 June 30th, 2020 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending June 30th, 2020. The actual statistics are favorable to both the benchmark and 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 Kyle Stair at (570) 407-2641 or email kstair@ugi.com.

Sincerely,

A handwritten signature in black ink that reads "Eric Sorber". The signature is written in a cursive, flowing style.

Eric Sorber
Vice President & General Manager - Electric Division
Attachment

cc: **VIA ELECTRONIC MAIL**

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

August 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 June 30, 2020	142	0.76	186

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 2019 – June 2020

Month	SI	TCI	TCB	TMCI
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
Apr-2020	73	5,724	62,022	771,886
May-2020	33	685	62,037	72,785
Jun-2020	47	2,442	61,990	142,415
TOTAL	504	47,259	61,974 *	8,772,798

* 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 2020 is 142. This result is 23.2% lower than results reported through March 2020.

SAIFI

The 12-month rolling SAIFI index decreased from 0.87 in our last quarterly report to 0.76 for the period ending June 2020.

CAIDI

The CAIDI result of 186 for the 12-month reporting period ending June 2020 has decreased 12.3% from our last report.

SAIFI, SAIDI and CAIDI are all below the 12-Month standard. SAIFI has fallen below the 12-month Benchmark since our last report but SAIDI and CAIDI still remain above the 12-Month benchmark. UGI conducted a review of the quarter and found that the most significant contribution to the reliability metrics was an increase in storm related damages, such as off right-of-way tree related outages and lighting caused outages. 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: July 2019 – June 2020

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	19.25%	97	4,154	136,466
Company Agent	0.60%	3	37	3,116
Construction Error	0.00%	0	0	0
Customer Problem	0.40%	2	3	4,606
Dig In	0.00%	0	0	0
Equipment Failure	19.44%	98	12,496	1,533,742
Lightning	5.75%	29	4,842	1,135,197
Motor Vehicle	2.58%	13	1,942	321,387
Other	1.19%	6	22	2,521
Public	1.98%	10	1,335	13,626
Structure Fire	0.00%	0	0	0
Trees	38.29%	193	16,444	3,820,097
Unknown	3.97%	20	408	96,006
Weather Related	3.57%	18	2,976	1,320,380
Weather/Snow	0.20%	1	58	9,744
Weather/Ice	2.18%	11	1,822	156,692
Weather/Wind	0.60%	3	720	219,218
TOTAL	100.00%	504	47,259	8,772,798

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.