



UGI Utilities, Inc.
1 UGI Drive
Denver, PA 17517

November 1, 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 September 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 September 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 September 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,

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**

November 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 September 30, 2020	81	0.48	166

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: October 2019 – September 2020

Month	SI	TCI	TCB	TMCI
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
Jul-2020	59	1,777	62,008	232,425
Aug-2020	49	3,385	61,993	1,085,902
Sep-2020	35	679	62,009	82,773
TOTAL	465	30,006	62,001 *	4,994,254

* 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 2020 is 81. This result is 43% lower than results reported through June 2020.

SAIFI

The 12-month rolling SAIFI index decreased from 0.76 in our last quarterly report to 0.48 for the period ending September 2020.

CAIDI

The CAIDI result of 166 for the 12-month reporting period ending September 2020 has decreased 10.7% from our last report.

SAIFI, SAIDI and CAIDI are all below the 12-Month standard and the 12-Month Benchmark. UGI conducted a review of the quarter and found that the most significant contribution to the reliability metrics was a severe weather event (thunderstorm) that impacted the territory on August 24th. High winds uprooted several large trees, causing severe damage in one section of the service territory and additional small wind/tree related damages throughout the remainder of the territory. 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: October 2019 – September 2020

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	24.09%	112	1,143	89,968
Company Agent	1.08%	5	111	3,726
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Dig In	0.22%	1	51	5,451
Equipment Failure	21.29%	99	7,398	974,935
Lightning	1.94%	9	1,122	207,439
Motor Vehicle	2.80%	13	1,816	346,361
Other	1.08%	5	21	2,318
Public	1.94%	9	1,340	14,189
Structure Fire	0.22%	1	18	1,710
Trees	37.85%	176	14,098	2,902,525
Unknown	4.30%	20	323	63,694
Weather Related	0.86%	4	4	1,656
Weather/Snow	0.22%	1	58	9,744
Weather/Ice	1.51%	7	1,783	151,320
Weather/Wind	0.65%	3	720	219,218
TOTAL	100.00%	465	30,006	4,994,254

Proposed Solutions to Identified Problems:

UGI continues to focus on two (2) critical reliability cause categories, trees and equipment failures. With respect to equipment, UGI replaced a significant number of porcelain insulators on our 66kV transmission system during the last 12 months. In addition, as part of our distribution LTIIP, porcelain insulators and cutouts are being identified and replaced at numerous locations. UGI continues to experience an elevated number of tree related outages and associated interruption minutes. To address this UGI continues to increase vegetation resources with the goal of increasing removals of off right-of-way danger trees. Finally, UGI continues to add Distribution Automation (DA) devices, controllable from its Control Center, reducing outage duration by providing remote switching capability. When eventually coupled with fault location, isolation and service restoration technology (FLSR), UGI expects to reduce customer outage minutes on several worst performing feeders.