



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

April 29, 2021

**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 March 31<sup>st</sup>, 2021  
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 March 31<sup>st</sup>, 2021 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<sup>st</sup>, 2021. 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](mailto:kstair@ugi.com).

Sincerely,

Eric Sorber  
Vice President & General Manager - Electric Division

Attachment

cc: **VIA ELECTRONIC MAIL**

Tanya J. McCloskey, Esq.  
Christine Maloni Hoover, Esq.  
Office of Consumer Advocate  
555 Walnut Street  
5th Floor Forum Place  
Harrisburg, PA 17101  
[tmccloskey@paoca.org](mailto:tmccloskey@paoca.org)  
[choover@paoca.org](mailto:choover@paoca.org)

John R. Evans, Esq.  
Office of Small Business Advocate  
555 Walnut Street  
1st Floor Forum Place  
Harrisburg, PA 17101  
[jorevan@pa.gov](mailto:jorevan@pa.gov)

Kelly Monaghan, Director  
Bureau of Audits  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Bldg.  
3<sup>rd</sup> Floor, F East  
Harrisburg, PA 17101  
[kmonaghan@pa.gov](mailto:kmonaghan@pa.gov)

Dan Searforce  
John Van Zant  
Bureau of Technical Utility Services  
Commonwealth Keystone Building  
3<sup>rd</sup> Floor  
400 North Street  
Harrisburg, PA 17120  
[dsearfoorc@pa.gov](mailto:dsearfoorc@pa.gov)  
[jvanzant@pa.gov](mailto:jvanzant@pa.gov)



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

April 29, 2021

**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
<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 March 31, 2021	89	0.55	162

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 2020 through March 2021**

Month	SI	TCI	TCB	TMCI
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
Oct-2020	29	759	62,370	60,295
Nov-2020	91	6,458	62,341	831,071
Dec-2020	20	511	62,398	57,739
Jan-2021	21	1,074	62,378	114,691
Feb-2021	16	3,210	62,376	117,691
Mar-2021	140	7,622	62,267	1,985,209
TOTAL	613	34,326	62,182 *	5,554,882

\* 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 2021 is 89. This result is 35% higher than results reported through December 2020.

**SAIFI**

The 12-month rolling SAIFI index increased from 0.40 in our last quarterly report to 0.55 for the period ending March 2021.

**CAIDI**

The CAIDI result of 162 for the 12-month reporting period ending March 2021 has decreased 1% 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 weather event on March 26<sup>th</sup> where high winds of continuous 15-25 mph with gusts up to 50mph struck the territory for a period of over 8 hours. Within this time span UGI experienced 110 outage events affecting 3350 customers. Some repair times spanned over 24 hours. UGI obtained 29 Mutual assistance FTE's to assist in the restoration efforts. UGI continues to storm harden the system through infrastructure upgrades and maintains an aggressive vegetation management program to mitigate damages from large weather events.

**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 2020 through March 2021**

<b>Outage Cause</b>	<b>% Of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	13.38%	82	3,567	176,824
Company Agent	1.14%	7	113	3,929
Construction Error	0.16%	1	10	10,820
Customer Problem	0.00%	0	0	0
Dig In	0.33%	2	52	5,572
Equipment Failure	19.90%	122	5,677	458,536
Lightning	1.14%	7	1,104	206,255
Motor Vehicle	2.28%	14	774	167,508
Other	0.49%	3	3	865
Public	1.79%	11	1,602	26,718
Structure Fire	0.33%	2	55	12,144
Trees	53.67%	329	20,228	4,193,635
Unknown	4.57%	28	1,129	279,453
Weather Related	0.00%	0	0	0
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	0.82%	5	12	12,623
<b>TOTAL</b>	<b>100.00%</b>	<b>613</b>	<b>34,326</b>	<b>5,554,882</b>

**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 continues to replace aging system components, including wood poles, porcelain insulators, and open wire secondary. UGI continues to experience an elevated number of tree related outages and associated interruption minutes. To address this UGI has an ongoing hazard tree removal program that is expecting to accelerate 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.