



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

April 19, 2022

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, 2022
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, 2022 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, 2022.

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**

Darryl A. Lawrence, Esquire
Office of Consumer Advocate
555 Walnut Street, 5th Floor
Harrisburg, PA 17101
DLawrence@paoca.org

Steven C. Gray, Esquire
Commonwealth of PA
Office of Small Business Advocate
555 Walnut Street, 1st Floor
Harrisburg, PA 17101
sgray@pa.gov

Kelly Monaghan, Director
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101
kmonaghan@pa.gov

Dan Searforce
John Van Zant
Harry Bidelspach
Bureau of Technical Utility Services
Commonwealth Keystone Building
3rd Floor
400 North Street
Harrisburg, PA 17120
dsearfoorc@pa.gov
jvanzant@pa.gov
hbidelspac@pa.gov



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

April 19, 2022

**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, 2022	122	0.99	124

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

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Raw Data: April 2021 through March 2022

Month	SI	TCI	TCB	TMCI
Apr-2021	36	1,427	62,354	336,618
May-2021	42	2,734	62,418	407,821
Jun-2021	52	14,530	62,335	1,170,473
Jul-2021	121	12,318	62,329	1,504,939
Aug-2021	32	4,573	62,329	890,796
Sep-2021	79	4,560	62,269	434,968
Oct-2021	29	2,294	62,349	306,713
Nov-2021	29	3,035	62,384	277,390
Dec-2021	53	1,615	62,396	380,213
Jan-2022	43	2,103	62,475	354,547
Feb-2022	54	4,473	62,451	577,419
Mar-2022	57	7,785	62,416	980,913
TOTAL	627	61,447	62,375 *	7,622,810

* 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 2022 is 122. This result decreased 4% from results reported through December 2021.

SAIFI

The 12-month rolling SAIFI index increased from 0.95 in our last quarterly report to 0.99 for the period ending March 2022.

CAIDI

The CAIDI result of 124 for the 12-month reporting period ending March 2022 has decreased 7% from our last report.

SAIDI and CAIDI are both below the 12-Month Standard and the 12-Month Benchmark. SAIFI falls below the 12-Month Standard and above the 12-Month Benchmark. UGI conducted a review of the quarter and found that the most significant contributions to the reliability metrics were associated with vegetation/storm related outages that affected large numbers of customers. UGI continues to target areas vulnerable to large outages by adding additional circuit protection and sectionalizing devices that can reduce the number of interruptions and the extent of outages, as well as tie lines that can be used to energize customers after faulted sections of line are isolated.

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§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 2021 through March 2022

Outage Cause	% Of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	9.41%	59	2,653	225,155
Company Agent	1.44%	9	8,102	633,066
Construction Error	0.00%	0	0	0
Customer Problem	0.16%	1	6	1,692
Dig In	0.16%	1	19	1,558
Equipment Failure	16.59%	104	12,510	765,663
Lightning	3.83%	24	3,492	684,877
Motor Vehicle	3.51%	22	1,942	472,382
Other	2.23%	14	254	57,914
Public	1.28%	8	782	41,192
Structure Fire	0.80%	5	557	193,471
Trees	54.70%	343	25,607	3,866,294
Unknown	3.19%	20	301	42,831
Weather Related	1.28%	8	4,615	331,067
Weather/Snow	0.16%	1	1	87
Weather/Ice	0.48%	3	274	231,458
Weather/Wind	0.80%	5	332	74,103
TOTAL	100.00%	627	61,447	7,622,810

Proposed Solutions to Identified Problems:

Tree related outages during severe weather events continues to be the primary outage cause. The UGI system experienced an uptick in severe events during the year more in-line with 2018 & 2019 which were historically bad from a weather perspective. UGI continues to focus on key capital reliability initiatives in addition to maintaining an aggressive vegetation management program to reduce the frequency of interruptions. Construction of inter-substation tie-lines along with sectionalizing is a primary area of focus. UGI continues to replace aging system components through our Long-Term Infrastructure Improvement Plan (LTIP), including wood poles, porcelain insulators, underground cable and open wire secondary. To address vegetation related outages UGI has added additional vegetation resources to increase hazard tree removals and to begin the process of reducing the vegetation trim cycles from nearly 6 years to a goal of

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4.5 years. 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.