



M-2021-3023564

BP# 1119249

VIA FEDERAL EXPRESS

September 19, 2023

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

**RE: UGI Utilities, Inc. — Electric Division Unscheduled Service Outage Report
Filed pursuant to 52 Pa. Code §67.1**

Dear Secretary Chiavetta:

Enclosed for filing please find an original and one copy of UGI Utilities, Inc. — Electric Division's Unscheduled Service Outage Report, filed pursuant to the provisions of 52 Pa. Code §67.1, related to an outage event occurring September 7th through September 10th, 2023. A copy of this report has also been e-mailed to RA-PUCPEMA@state.pa.us.

Should you have questions concerning this filing, please feel free to contact me.

DATE OF DEPOSIT

SEP 18 2023

Very truly yours,

Eric Sorber
VP & GM UGI Utilities Inc. - Electric Division
esorber@ugi.com
570-332-4272

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Attachment

ELECTRIC UTILITY REPORT OF OUTAGE TO
PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
400 NORTH STREET
HARRISBURG, PA 17105-3265

Phone-In Reports: Always call (717) 941-0003
Email RA-PUCPEMA@pa.gov

An original and one copy of this report are to be mailed to the Secretary's Bureau at the address above, even if an electronic copy has been emailed to the address above.

Information Required:

1. Reporting Utility: UGI Utilities, Inc. – Electric Division
Address: 511 E North Hampton Street
Wilkes-Barre, 18711 PA

2. Name and title of person making report:

Eric Sorber VP & GM- Electric Division
(Name) *(Title)*

3. Telephone number: 570-332-4272
(Telephone Number)

4. Date and time initial telephonic* report was made to Commission:
*Notification by Email
September 7 22:37
(Date) *(Time)*

5. Interruption or Outage:
 - (a) Number of customers affected: 6,867

 - (b) Approximate number of outage cases and trouble cases for each county affected during the event:
Luzerne County – 108 outage cases
Wyoming County – 3 outage cases

 - (c) Approximate number of outages for each county affected during the event:
Luzerne County – 7,345* Outages
Wyoming County – 70 Outages
*Note: 548 customers experienced two interruptions during the event

 - (d) Approximate number of outage cases exceeding 6 or more hours in duration:
78 outage cases exceeding 6 hours

DATE OF DEPOSIT

SEP 18 2023

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

- (e) A listing of each outage case exceeding 6 or more hours in duration, including the following information:

Outage Case (OMS Event Number)	Approximate Geographic Location (county, city, muni or twp)	Total Number of Customers Affected	Duration of the Outage (Hours)	Initial Date and Time of the Outage	Restoration Date and Time
3459	HARVEYS LAKE BOROUGH	9	45.91	9/7/2023 16:05	9/9/2023 14:00
3659-1	LEHMAN TOWNSHIP	1	44.97	9/7/2023 15:55	9/9/2023 12:54
3315	PLYMOUTH TOWNSHIP	3	44.21	9/7/2023 16:25	9/9/2023 12:38
3376	LEHMAN TOWNSHIP	4	43.94	9/7/2023 19:02	9/9/2023 14:58
3316	LEHMAN TOWNSHIP	1	42.15	9/7/2023 16:41	9/9/2023 10:50
3305	PLYMOUTH TOWNSHIP	1	41.17	9/7/2023 16:34	9/9/2023 9:45
3717	LEHMAN TOWNSHIP	3	40.87	9/7/2023 17:24	9/9/2023 10:16
3353	HUNTINGTON TOWNSHIP	1	39.83	9/7/2023 18:06	9/9/2023 9:55
3384	HUNLOCK TOWNSHIP	7	38.26	9/7/2023 19:20	9/9/2023 9:36
3716	NEW COLUMBUS BOROUGH	2	32.45	9/8/2023 4:29	9/9/2023 12:57
3549	LEHMAN TOWNSHIP	3	28.99	9/8/2023 7:57	9/9/2023 12:56
3272	LEHMAN TOWNSHIP	15	28.66	9/7/2023 15:40	9/8/2023 20:19
3454	LEHMAN TOWNSHIP	11	28.61	9/7/2023 15:39	9/8/2023 20:16
3359	LEHMAN TOWNSHIP	2	28.25	9/7/2023 16:45	9/8/2023 21:00
3623	HUNLOCK TOWNSHIP	3	28.00	9/7/2023 17:00	9/8/2023 21:00
3388	JACKSON TOWNSHIP	16	27.18	9/7/2023 16:25	9/8/2023 19:36
3324	LEHMAN TOWNSHIP	2	26.18	9/7/2023 16:56	9/8/2023 19:07
3273-3	DALLAS BOROUGH	6	25.79	9/7/2023 15:40	9/8/2023 17:27
3270-1	DALLAS BOROUGH	7	25.68	9/7/2023 15:41	9/8/2023 17:22
3370	DALLAS TOWNSHIP	4	25.41	9/7/2023 18:50	9/8/2023 20:15
3294-1	JACKSON TOWNSHIP	3	25.22	9/7/2023 16:15	9/8/2023 17:28
3296	LEHMAN TOWNSHIP	14	25.20	9/7/2023 16:17	9/8/2023 17:30
3289	FRANKLIN TOWNSHIP	28	24.19	9/7/2023 16:10	9/8/2023 16:21
3455	LEHMAN TOWNSHIP	73	23.60	9/7/2023 15:39	9/8/2023 15:16
3386	CONYNGHAM TOWNSHIP	7	23.51	9/7/2023 16:12	9/8/2023 15:43
3294	JACKSON TOWNSHIP	15	23.02	9/7/2023 16:15	9/8/2023 15:16
3465	NOXEN TOWNSHIP	13	22.58	9/7/2023 17:25	9/8/2023 16:00
3547	LEHMAN	22	22.40	9/7/2023 15:53	9/8/2023 14:18

	TOWNSHIP				
3318	DALLAS TOWNSHIP	21	22.39	9/7/2023 16:46	9/8/2023 15:09
3440-1	DALLAS TOWNSHIP	24	22.15	9/7/2023 15:53	9/8/2023 14:03
3659	LEHMAN TOWNSHIP	2	21.77	9/7/2023 15:55	9/8/2023 13:42
3311	MONROE TOWNSHIP	57	20.77	9/7/2023 16:43	9/8/2023 13:30
3464	NANTICOKE CITY	25	20.62	9/7/2023 16:00	9/8/2023 12:37
3494	HUNTINGTON TOWNSHIP	15	20.51	9/8/2023 0:20	9/8/2023 20:50
3749	FAIRMOUNT TOWNSHIP	3	20.31	9/9/2023 17:26	9/10/2023 13:45
3393	LEHMAN TOWNSHIP	45	20.25	9/7/2023 19:49	9/8/2023 16:05
3692	PLYMOUTH TOWNSHIP	6	20.12	9/8/2023 16:20	9/9/2023 12:28
3826	DALLAS TOWNSHIP	1	19.72	9/10/2023 18:16	9/11/2023 14:00
3440	DALLAS TOWNSHIP	116	19.50	9/7/2023 15:53	9/8/2023 11:24
3750-1	ROSS TOWNSHIP	2	19.04	9/9/2023 17:32	9/10/2023 12:35
3314	HUNLOCK TOWNSHIP	11	18.70	9/7/2023 16:18	9/8/2023 11:00
3764	ROSS TOWNSHIP	3	18.12	9/9/2023 18:24	9/10/2023 12:31
3326	HUNLOCK TOWNSHIP	5	17.95	9/7/2023 17:00	9/8/2023 10:57
3557	CONYNGHAM TOWNSHIP	6	17.22	9/8/2023 0:36	9/8/2023 17:49
3452	DALLAS TOWNSHIP	171	17.12	9/7/2023 15:41	9/8/2023 8:49
3496	LAKE TOWNSHIP	1	17.08	9/8/2023 4:39	9/8/2023 21:45
3786	ROSS TOWNSHIP	4	16.82	9/9/2023 18:10	9/10/2023 11:00
3312	HARVEYS LAKE BOROUGH	3	16.63	9/7/2023 16:38	9/8/2023 9:17
3780	ROSS TOWNSHIP	1	16.28	9/9/2023 21:03	9/10/2023 13:20
3776	FAIRMOUNT TOWNSHIP	1	16.00	9/9/2023 19:24	9/10/2023 11:25
3505	LEHMAN TOWNSHIP	1	15.75	9/8/2023 5:15	9/8/2023 21:00
3817-2	DALLAS TOWNSHIP	1	15.30	9/8/2023 20:58	9/9/2023 12:16
3325	KINGSTON BOROUGH	43	15.23	9/7/2023 16:56	9/8/2023 8:10
3598	LEHMAN TOWNSHIP	102	14.49	9/7/2023 19:59	9/8/2023 10:29
3513	FAIRMOUNT TOWNSHIP	12	13.35	9/8/2023 5:56	9/8/2023 19:17
3784	JACKSON TOWNSHIP	9	13.30	9/9/2023 21:53	9/10/2023 11:11
3567	DALLAS TOWNSHIP	1	12.27	9/8/2023 8:43	9/8/2023 20:59
3817-1	DALLAS TOWNSHIP	1	11.95	9/8/2023 22:42	9/9/2023 10:40
3544	LEHMAN TOWNSHIP	5	11.68	9/8/2023 7:39	9/8/2023 19:20
3553	LEHMAN TOWNSHIP	2	10.88	9/8/2023 8:09	9/8/2023 19:01

3473	NANTICOKE CITY	139	10.81	9/8/2023 0:08	9/8/2023 10:57
3794	LAKE TOWNSHIP	1	10.68	9/10/2023 0:08	9/10/2023 10:50
3781	LEHMAN TOWNSHIP	7	10.63	9/9/2023 21:13	9/10/2023 7:51
3790	FRANKLIN TOWNSHIP	1	10.32	9/9/2023 22:40	9/10/2023 8:59
3755	LAKE TOWNSHIP	8	9.96	9/9/2023 17:52	9/10/2023 3:50
3755-1	LAKE TOWNSHIP	2	9.96	9/9/2023 17:52	9/10/2023 3:50
3789	HARVEYS LAKE BOROUGH	37	9.69	9/9/2023 22:39	9/10/2023 8:21
3480	LAKE TOWNSHIP	49	9.52	9/8/2023 0:14	9/8/2023 9:45
3270	DALLAS BOROUGH	569	8.54	9/7/2023 15:41	9/8/2023 0:14
3273-2	DALLAS BOROUGH	401	7.99	9/7/2023 15:40	9/7/2023 23:40
3292	NANTICOKE CITY	139	7.82	9/7/2023 16:11	9/8/2023 0:00
3286	HANOVER TOWNSHIP	290	7.48	9/7/2023 16:00	9/7/2023 23:29
3796	JACKSON TOWNSHIP	1	7.25	9/10/2023 4:34	9/10/2023 11:50
3656	PLYMOUTH TOWNSHIP	1	7.20	9/8/2023 13:25	9/8/2023 20:37
3750	ROSS TOWNSHIP	28	6.79	9/9/2023 17:32	9/10/2023 0:20
3429	DALLAS TOWNSHIP	264	6.34	9/7/2023 15:53	9/7/2023 22:14
3432	DALLAS TOWNSHIP	5	6.02	9/7/2023 15:53	9/7/2023 21:55
3433	DALLAS TOWNSHIP	13	6.02	9/7/2023 15:53	9/7/2023 21:55

- (f) Reason for the interruption or outages:
On Thursday, September 7, 2023, at approximately 1540 hours, strong thunderstorms, moved through UGI's service area in Luzerne and Wyoming County, causing damage to conductors, poles, and other equipment. Additional storm fronts with heavy downpours continued through the night of September 7th and on September 9th leading to further damage to conductors, poles, and other equipment. Subsequent flooding and soil saturation washed out trees causing even further damage to facilities later in the event.
- (g) Projected time of restoration:
September 10
- (h) The number of utility workers, contract workers and workers received as mutual aid assigned specifically to the repair work by general function, that is linemen, troublemen, tree crew, and the like:

Utility / Company	# of Workers	General Function
Company	8	Linemen
Onsite Contractor	30	Linemen/Groundhands/Foremen
Mutual Aid	45	General Foreman/ Linemen/Machine Operators

External Contractor	16	Construction support personnel (traffic control)
Onsite Contractor	24	Tree Crew
Company	36	Dispatcher/Crew Coordinators/Damage Assessors/Wire Watchers
Company	3	Warehouse Personnel

- (i) The date and time of the first information of a service interruption:
September 7, 2023, 3:39:40 PM
- (j) The date and time that repair crews were assembled:
UGI and On-site contractor crews were already assembled at beginning of event, Thursday, September 7. Additional mutual assistance arrived on scene as follows: 24 (twenty-four) FTE arrived on property around 1400 on Friday September 8, 12 (twelve) FTE arrived on property around 1430 on Friday September 8, 9 (nine) FTE arrived on property around 2300 on Friday September 8.
- (k) The actual time that service was restored to the last affected customer:
September 11, 2023, 2:00:00 PM
- (l) A general description of the physical damage sustained by the utility facilities as a result of the interruption/outage:
Damages related to lightning, high winds and off right-of-way trees, including downed wires, broken poles/crossarms, damage to transformers and other components.
- (m) If the interruption / outage event was weather-related, the utility's weather reports, outlooks, or scenarios for the day before and the day of the interruption / outage event:

Continued on next page

Day Before the Event – 9/6/2023

UGI DAILY BRIEFING

Summary:

EXECUTIVE SUMMARY:

Dry and warm conditions are expected through Thursday late morning followed by a good chance of rain with embedded thunderstorms Thursday afternoon through the weekend.

RISK OF OUTAGE PRODUCING WEATHER:

Slight risk Thursday afternoon and evening in thunderstorms.

WEATHER DISCUSSION NEXT 24 HOURS (Today/Tonight):

Sunny and hot. Highs in the mid 90s today and tomorrow with peak heat index values reaching from 102 to 105F.

EXTENDED WEATHER DISCUSSION (Next 7 days):

Warm conditions will prevail on Thursday followed by a cooling trend with an increasing risk of showers and thunderstorms through the weekend. A few stronger storms with gusty winds will be possible, especially on Thursday. Drier weather will build over the region early next week.

WEDNESDAY 09-06-2023

	Threat Timing								Temperature				Wind				Precipitation			Thunderstorm		
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									69	86	69	91	SW	6	7	10	2	0.00	0.00	0.00	-	4
UGI Northeast									67	87	67	95	NW	7	9	11	1	0.00	0.00	0.00	-	5
UGI Southwest									68	91	68	100	WSW	6	8	9	1	0.00	0.00	0.00	-	3
UGI Southeast									69	91	69	97	SW	7	10	13	1	0.00	0.00	0.00	-	3

THURSDAY 09-07-2023

	Threat Timing								Temperature				Wind				Precipitation			Thunderstorm		
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									70	83	70	88	SW	9	11	32	66	0.20	0.00	0.00	Rain	27
UGI Northeast									69	85	69	91	SSW	10	13	34	60	0.25	0.00	0.00	Rain	31
UGI Southwest									70	88	70	99	S	9	12	33	59	0.17	0.00	0.00	Rain	28
UGI Southeast									71	89	71	95	SSW	9	12	33	58	0.16	0.00	0.00	Rain	34

FRIDAY 09-08-2023

	Threat Timing								Temperature				Wind				Precipitation			Thunderstorm		
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									68	78	68	79	S	10	13	27	79	0.48	0.00	0.00	Rain	39
UGI Northeast									67	80	67	81	S	11	14	28	74	0.49	0.00	0.00	Rain	38
UGI Southwest									68	83	68	91	SSE	10	12	28	73	0.40	0.00	0.00	Rain	35
UGI Southeast									69	84	69	90	SSE	10	13	28	72	0.41	0.00	0.00	Rain	34

Day of Event – 9/7/2023

UGI DAILY BRIEFING

Summary:

EXECUTIVE SUMMARY:

Unsettled conditions, with periods of showers and thunderstorms can be expected today through the weekend. Some strong to severe storms possible this afternoon.

RISK OF OUTAGE PRODUCING WEATHER:

Moderate due to a risk of severe thunderstorms.

WEATHER DISCUSSION NEXT 24 HOURS (Today/Tonight):

Dry weather can be expected this morning. Scattered to perhaps numerous showers and storms are expected to develop and track across the region this afternoon and into the evening as a cold front slowly approaches the region. Some of the storms could become severe, with damaging winds and frequent lightning being the main threats. Locally heavy rainfall may also result in some localized flash flooding. Ongoing activity will weaken by the late evening/overnight hours as daytime heating wanes.

EXTENDED WEATHER DISCUSSION (Next 7 days):

A good chance of showers and some thunderstorms will remain in the forecast through the weekend as the front stalls near the area. A few strong storms will be possible tomorrow afternoon, with gusty winds and frequent lightning being the main threats. Locally heavy rainfall and localized flash flooding will also remain a concern. Rain chances may linger through the first part of next week, although overall coverage should decrease as the front dissipates.

THURSDAY 09-07-2023

	Threat Timing								Temperature				Wind			Precipitation			Thunderstorm			
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									69	83	69	88	WSW	9	11	15	74	0.90	0.00	0.00	Rain	35
UGI Northeast									67	85	67	91	SSW	11	14	18	70	0.47	0.00	0.00	Rain	38
UGI Southwest									68	88	68	97	S	9	11	15	70	0.55	0.00	0.00	Rain	40
UGI Southeast									69	89	69	95	SW	11	13	17	69	0.65	0.00	0.00	Rain	41

FRIDAY 09-08-2023

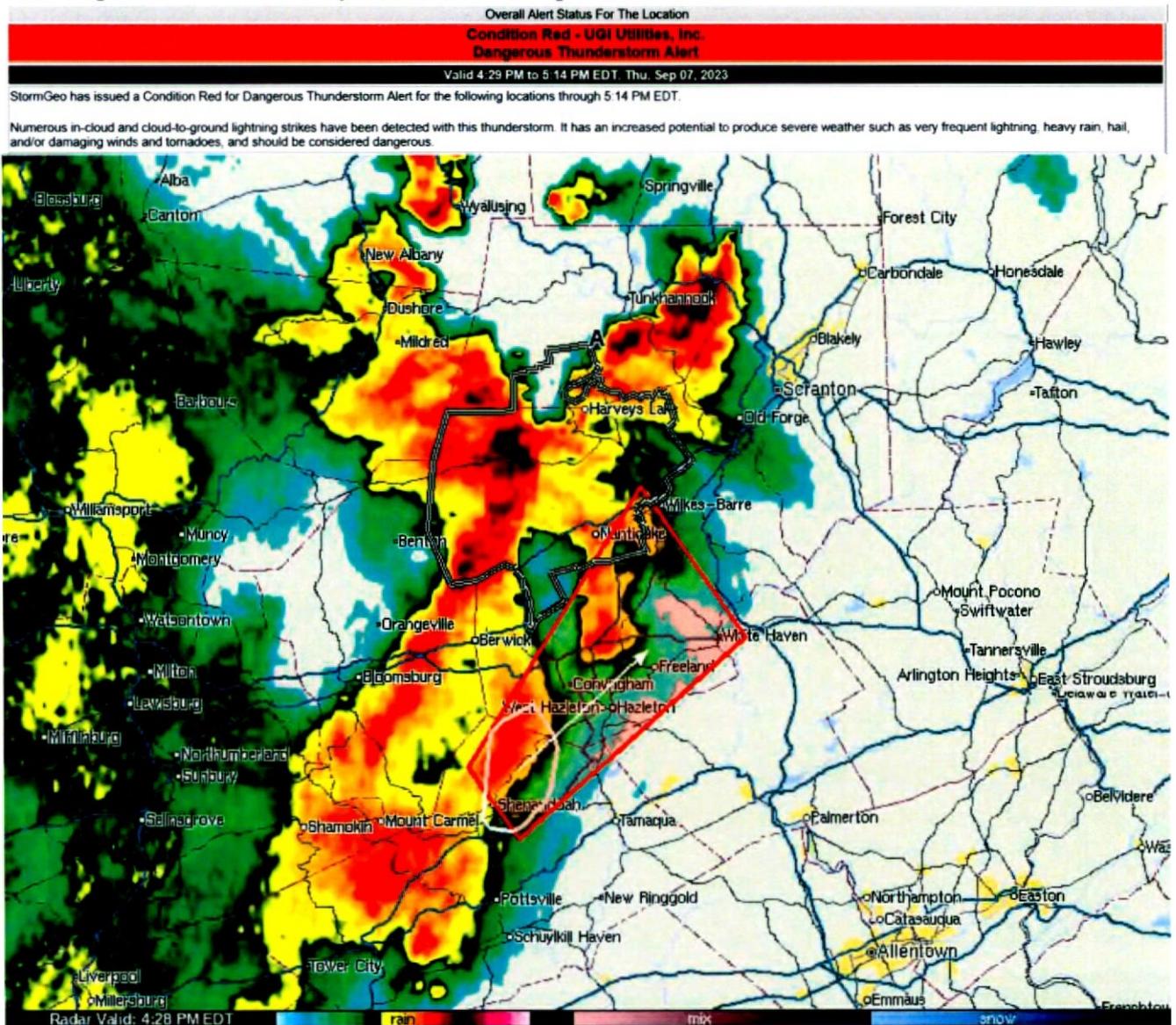
	Threat Timing								Temperature				Wind			Precipitation			Thunderstorm			
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									67	78	67	81	SSW	7	9	12	81	0.17	0.00	0.00	Rain	28
UGI Northeast									67	80	67	81	SSW	8	9	12	77	0.15	0.00	0.00	Rain	29
UGI Southwest									67	83	67	90	S	7	9	12	77	0.20	0.00	0.00	Rain	30
UGI Southeast									68	84	68	90	SSW	7	9	12	77	0.20	0.00	0.00	Rain	30

SATURDAY 09-09-2023

	Threat Timing								Temperature				Wind			Precipitation			Thunderstorm			
	00-03	03-06	06-09	09-12	12-15	15-18	18-21	21-00	Low	High	Wind Chill	Heat Index	Dir	Sustained	Gusts	Isolated Gusts	Probability	Rain	Snow	Ice	Type	T-storm Prob
UGI Northwest									67	74	67	75	E	6	7	10	83	0.70	0.00	0.00	Rain	28
UGI Northeast									67	76	67	77	E	6	8	10	84	0.62	0.00	0.00	Rain	28
UGI Southwest									67	79	67	81	ESE	6	7	10	83	0.69	0.00	0.00	Rain	28
UGI Southeast									68	80	68	81	SE	6	8	10	85	0.59	0.00	0.00	Rain	28

Reports during the event

First impact from weather system at 1631, September 7, 2023

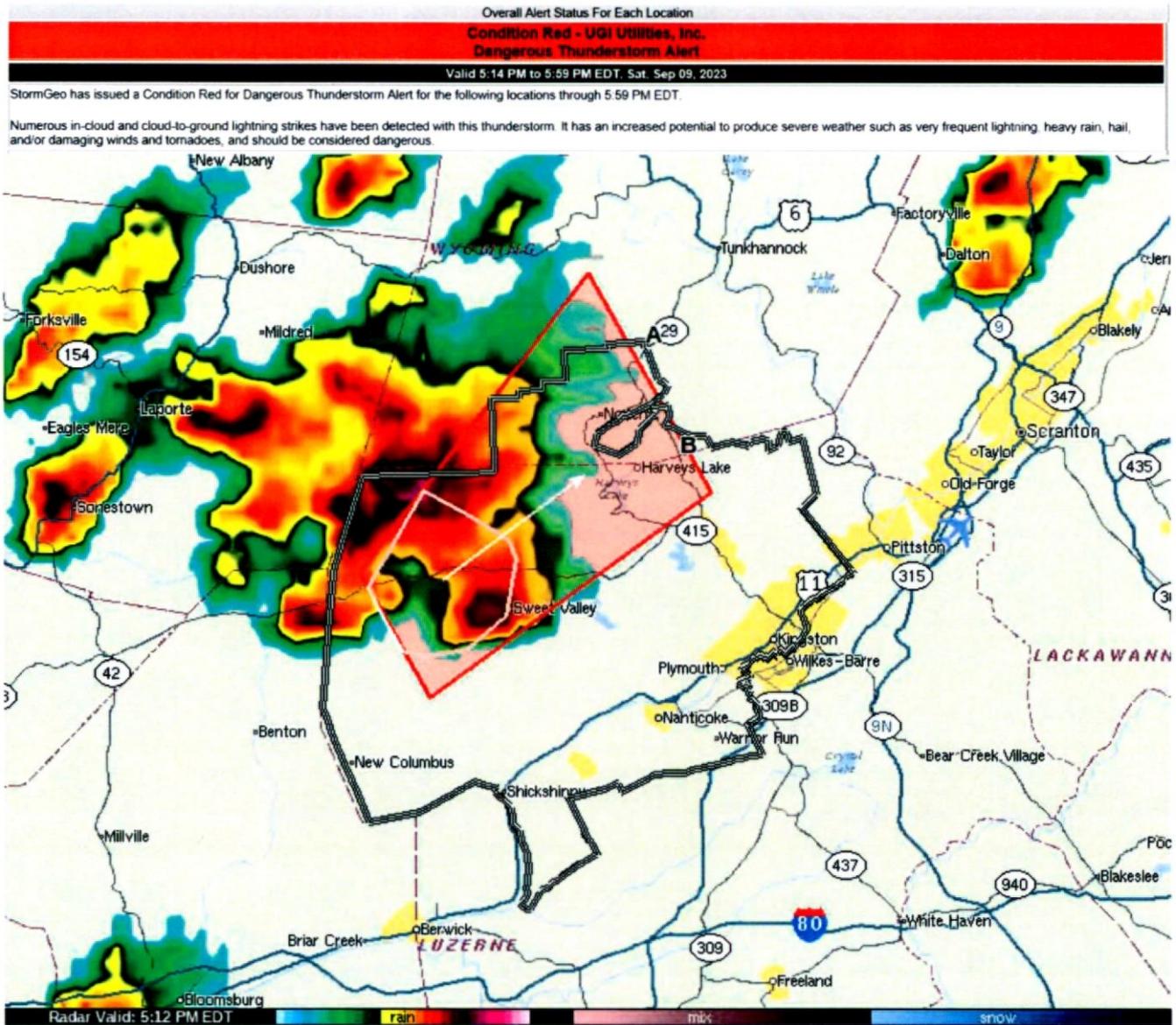


Issue time: 16:31 EDT Thursday, September 07, 2023

Support or questions: support.houston@stormgeo.com

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Another Storm Front on 9/9 at 17:16, September 9, 2023



Issue time: 17:16 EDT Saturday, September 09, 2023
Support or questions: support.houston@stormgeo.com

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- (n) If the interruption / outage event caused approximate outages that exceed 10% or more of customers in the utility's entire service territory, rank the event in terms of the number and duration of outages and provide 2 comparable events, including the number and duration of outages for those comparable events:

Event and Rank	Event Date	Number of Outages	Duration of Outages
April Thunderstorm	April, 2019	11,703	2.5 Days
August Thunderstorm	August 12, 2021	10,182	2 Days
September Thunderstorm	September 7, 2023	7,439	4 Days

Remarks:

UGI plans to file a Request for Exclusion of Major Outage for Reliability Reporting Purposes concerning this event per 52 Pa. Code § 57.192.

It should be noted that the length of this event was extended by conditions that persisted over the four-day period, which included severe weather and flash flooding conditions, causing a steady inflow of outage and damage reports daily. In the 30-day period prior to this event, UGI operations experienced an average of 2.1 outage incidents per day with an average daily total customer minutes interrupted of 7,267. Over the four-day period of this event, UGI operations experienced 21.25 outage incidents per day and an average daily total customer minutes interrupted of 691,887. This is approximately 10 times the normal amount of outage incidents and a resulting number of minutes interrupted approximately 95 times. This shows the volume of incidents far exceeded UGI's normal operations. UGI did acquire outside resources to assist in and accelerate the restoration but the majority of outage cases still required over 18 hours to resolve.

Calculations show that September 7th exceeded the Major Event Day criteria as described in IEEE 1366-2022. In this case, the Daily SAIDI value of 33.95 on 9/7/2023 exceeded the calculated Tmed (Major Event Day Threshold) by nearly twice the threshold's value of 17.02. Further, September 8th and 9th daily SAIDI values, 2.9 and 7.3 respectively, were among the nine highest values on UGI's system in the past year.

ORIGIN ID:HZLA (800) 276-2722
UGI UTILITIES, INC.
511 EAST NORTHAMPTON ST
WILKES BARRE, PA 18711
UNITED STATES US

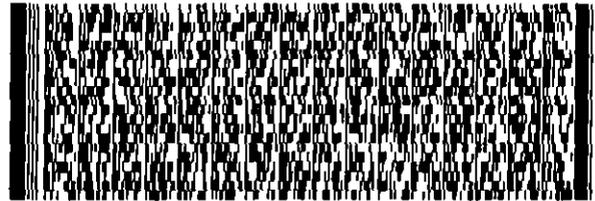
SHIP DATE: 18SEP23
ACTWGT: 0.20 LB
CAD: 6990353/SSFO2441
BILL CREDIT CARD

Part # 150297-455 R082 EXP 09/24

TO ROSEMARY CHIAVETTA, SECRETARY
PENNSYLVANIA PUC
COMMONWEALTH KEYSTONE BLDG.
400 NORTH STREET
HARRISBURG PA 17120

(717) 772-7777 REF: DEPT:

POSTNET barcode

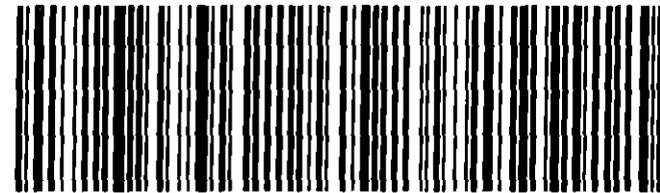


TRK# 7839 1244 5022
0201

TUE - 19 SEP 5:00P
STANDARD OVERNIGHT

EN MDTA

17120
PA-US MDT



RT 205
EZ 229
1 17:00
B 5022
09/19

Envelope
I'm re

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717-705-1952

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22

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PA PUBLIC UTILITY COMMISSION
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