



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

January 30, 2024

VIA E-FILING

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

**RE: Amended 3rd Quarter Electric System Reliability Report
12 Months Ending September 30, 2023
Quarterly Reliability Reporting Docket No. M-2023-3039027
Major Event Exclusion Docket No. M-2023-3043170**

Dear Secretary Chiavetta:

On September 19, 2023, UGI Utilities, Inc. – Electric Division (“UGI Electric”) filed a *Request for Major Event Exclusion from Reliability Reports for Event Occurring September 7, 2023* (“Exclusion Request”), at Docket No. M-2023-3043170. In the Exclusion Request, UGI Electric sought to exclude from reliability reports outages resulting from storm conditions that occurred between September 7 and 10, 2023. Pennsylvania Public Utility Commission (“Commission”) Staff denied this request on October 18, 2023, by way of Secretarial Letter (“October 18 Secretarial Letter”). On October 30, 2023, UGI Electric filed a Petition for Reconsideration of the October 18 Secretarial Letter’s denial of UGI Electric’s Exclusion Request. By Opinion and Order entered on January 18, 2024, the Commission granted UGI Electric’s Petition and rescinded the Staff’s October 18 Secretarial Letter. Accordingly, the outages included in UGI Electric’s original Exclusion Request qualified as a major event that could be excluded from reliability reports.

On October 30, 2023, UGI Electric filed its 3rd Quarter Electric System Reliability Report for the 12 months ending September 30, 2023 (“Q3 Reliability Report”) at Docket No. M-2023-3039027. The Q3 Reliability Report included the effect of the storm-related outages that occurred between September 7 and 10, 2023.

In accordance with 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 Electric hereby files the attached Amended 3rd Quarter System Reliability Report for 2023. This amended report contains updated SAIDI, SAIFI, and CAIDI results, which exclude the storm-related outages from September 7-10, 2023, on a 12-month rolling basis for the period ending September 30, 2023, along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending September 30, 2023.

	SAIDI	SAIFI	CAIDI
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
ORIGINAL 3 rd Quarter Filing	113	0.69	165
AMENDED 3 rd Quarter Filing	69	0.57	121

The Office of Consumer Advocate, the Office of Small Business Advocate, the Bureau of Investigation and Enforcement, 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

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

cc: **VIA ELECTRONIC MAIL**

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

Originally Filed: October 30, 2023
Amended: January 30, 2024

**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.

One major event occurred during the preceding quarter. The major event was caused by a stationary weather system over UGI’s territory and occurred September 7, 2023, at 15:39 until September 11, 2023, at 14:00, resulting in service interruptions affecting 6,867 customers. The stationary front brought severe weather including precipitation, winds, lightning, and flooding that impacted the service area, causing damage to conductors, poles, and other equipment that resulted in a total of 2,767,551 Customer-Minutes-Interrupted over the entire period.

UGI was granted an exemption for this major event by Opinion and Order of the Pennsylvania Public Utility Commission (“Commission”) entered on January 18, 2024, at Docket No. M-2023-3043170. As such, the interruption data related to this major event is being amended to exclude from the calculation of the metrics in this amended quarterly update.

§ 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
Amended 12 months Ended September 30, 2023	69	0.57	121

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 2022 through September 2023

Month	SI	TCI	TCB	TMCI
Oct-2022	40	1,059	62,434	257,124
Nov-2022	46	3,505	62,463	330,500
Dec-2022	55	2,259	62,499	288,226
Jan-2023	31	5,470	62,428	507,155
Feb-2023	32	2,951	62,650	632,356
Mar-2023	45	1,829	62,598	284,612
Apr-2023	58	3,510	62,423	275,427
May-2023	34	3,250	62,435	363,679
Jun-2023	65	4,540	62,388	454,974
Jul-2023	63	2,251	62,371	353,739
Aug-2023	57	1,918	62,405	216,667
Sep-2023	30	2,940	62,470	341,292
TOTAL	556	35,482	62,464 *	4,305,751

* 12-month arithmetic average

SI: Sustained Interruptions
 TCI: Total Customers Interrupted
 TCB: Total Customer Base
 TMCI: Total Minutes Customer Interruption

SAIDI

The Amended SAIDI value for the 12 months ending September 2023 is 69. This result has decreased 31% from the results reported through June 2023.

SAIFI

The Amended 12-month rolling SAIFI index is 0.57, which has decreased 25% since the result reported for the period ending June 2023.

CAIDI

The Amended CAIDI result of 121 for the 12-month reporting period ending September 2023 has decreased 8% from our last quarterly report.

SAIFI, SAIDI, and CAIDI are all below the 12-Month Standard and the 12-Month Benchmark.

**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 2022 through September 2023

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	17.63%	98	2,232	130,797
Company Agent	2.88%	16	1,019	15,988
Construction Error	0.36%	2	11	1,097
Customer Problem	0.00%	0	0	0
Dig In	0.36%	2	80	11,450
Equipment Failure	13.67%	76	6,643	841,428
Lightning	1.62%	9	223	57,531
Motor Vehicle	3.06%	17	2,086	413,266
Other	1.62%	9	33	3,434
Public	1.26%	7	1,192	347,948
Structure Fire	0.36%	2	7	1,133
Trees	49.28%	274	20,817	2,370,070
Unknown	7.37%	41	1,115	108,459
Weather Related	0.36%	2	23	2,832
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	0.18%	1	1	318
TOTAL	100.00%	556	35,482	4,305,751

UGI Utilities, Inc. – Electric Division System Reliability Report

Proposed Solutions to Identified Problems:

UGI conducted a review of the quarter and found that the most significant contributions to the reliability metrics were associated with off right-of-way tree related outages initiated by severe weather events. UGI continues to focus on key capital reliability initiatives in addition to maintaining an aggressive vegetation management program to reduce the frequency of interruptions during high-wind and other severe weather events. Of note regarding vegetation management, UGI continues operating at an elevated resource level to increase hazard tree removals and to begin the process of reducing the vegetation trim cycles from nearly 6 years to a goal of 4.5 years.

To address equipment failures, UGI continues to replace aging system components through our Long-Term Infrastructure Improvement Plan (LTIIP), including wood poles, porcelain insulators, underground cable and open wire secondary. The Company has also recognized a high number of animal related substation outages over the last year which has resulted in additional steps to increase animal guard protection in substations. Moving forward, the Company has incorporated animal guard protection as a specific component of all future substation designs.

Weather has been identified as a significant factor for initiating vegetation related outages. UGI continues to storm harden the system through infrastructure upgrades, such as constructing inter-substation tie lines, relocations, adding sectionalizing points, and maintaining an aggressive vegetation management program to mitigate damages from frequent weather events. To aid in overall system reliability, 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 (FLISR), UGI expects to reduce the amount of sustained customer interruptions and customer minutes interrupted on many poorly performing feeders.