



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: UGI Utilities, Inc. – Electric Division  
Quarterly Electric System Reliability Report  
12 Months Ending December 31, 2023  
Docket No. M-2023-3039027**

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), 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 December 31, 2023, along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending December 31, 2023.

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

## 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**

Patrick M. Cicero, Esquire  
Consumer Advocate  
Office of Consumer Advocate  
555 Walnut Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17101  
[ra-oca@paoca.org](mailto:ra-oca@paoca.org)  
[pcicero@paoca.org](mailto:pcicero@paoca.org)

Allison Kaster, Deputy Chief Prosecutor  
Bureau of Investigation and Enforcement  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor West  
PO Box 3265  
Harrisburg, PA 17105  
[Akaster@pa.gov](mailto:Akaster@pa.gov)

Steven C. Gray, Esquire  
Office of Small Business Advocate  
555 Walnut Street, 1st Floor  
Harrisburg, PA 17101  
[sgray@pa.gov](mailto:sgray@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  
Harry Bidelspach  
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)  
[hbidelspac@pa.gov](mailto:hbidelspac@pa.gov)



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

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.**

No major events occurred 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 December 31, 2023	61	0.54	112

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: January 2023 through December 2023**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Oct-2023	41	1,469	62,383	152,287
Nov-2023	23	1,088	62,374	56,421
Dec-2023	33	2,656	62,422	142,372
<b>TOTAL</b>	<b>512</b>	<b>33,872</b>	<b>62,446 *</b>	<b>3,780,981</b>

\* 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 December 2023 is 61. This result has decreased 12% from the results reported through September 2023.

**SAIFI**

The 12-month rolling SAIFI index is 0.54, which has decreased 5% since the result reported for the period ending September 2023.

**CAIDI**

The CAIDI result of 112 for the 12-month reporting period ending December 2023 has decreased 7% 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: January 2023 through December 2023**

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	22.07%	113	2,110	120,644
Company Agent	2.34%	12	1,015	15,641
Construction Error	0.39%	2	11	1,097
Customer Problem	0.00%	0	0	0
Dig In	0.39%	2	80	11,525
Equipment Failure	13.67%	70	6,972	700,553
Lightning	1.76%	9	223	57,531
Motor Vehicle	3.52%	18	1,882	182,996
Other	2.15%	11	701	48,831
Public	1.56%	8	1,216	352,139
Structure Fire	0.39%	2	7	1,133
Trees	45.31%	232	18,611	2,194,107
Unknown	6.25%	32	1,043	94,466
Weather Related	0.00%	0	0	0
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	0.20%	1	1	318
<b>TOTAL</b>	<b>100.00%</b>	<b>512</b>	<b>33,872</b>	<b>3,780,981</b>

## **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 weather-initiated vegetation issues. Next to vegetation, other notable contributors to the metrics were animal-initiated outages causing a high number of incidents, equipment failures contributing to the number of customer interruptions, and motor vehicle accidents contributing to the number of customer minutes interrupted.

Off right-of-way tree related outages initiated by severe weather events continue to be the primary source of interruptions and minutes interrupted. 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 (LTIIIP), 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.