



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

April 16, 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 March 31, 2024  
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 March 31, 2024, 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, 2024.

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,

A handwritten signature in blue ink, appearing to read 'Eric Sorber', is written over a light blue horizontal line.

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

April 16, 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 March 31, 2024	54	0.50	107

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 2023 through March 2024**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Jan-2024	84	3,184	62,232	457,166
Feb-2024	32	941	62,681	108,675
Mar-2024	46	3,673	62,723	424,850
<b>TOTAL</b>	<b>566</b>	<b>31,420</b>	<b>62,442 *</b>	<b>3,347,549</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 March 2024 is 54. This result has decreased 11% from the results reported through December 2023.

**SAIFI**

The 12-month rolling SAIFI index is 0.50, which has decreased 7% since the result reported for the period ending December 2023.

**CAIDI**

The CAIDI result of 107 for the 12-month reporting period ending March 2024 has decreased 4% 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: April 2023 through March 2024**

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	20.85%	118	2,115	120,708
Company Agent	2.30%	13	1,016	15,896
Construction Error	0.71%	4	343	48,739
Customer Problem	0.00%	0	0	0
Dig In	0.53%	3	81	11,621
Equipment Failure	12.72%	72	4,535	444,360
Lightning	1.59%	9	223	57,531
Motor Vehicle	2.65%	15	1,514	134,879
Other	2.12%	12	881	81,765
Public	0.88%	5	30	4,806
Structure Fire	0.53%	3	8	1,308
Trees	49.12%	278	20,037	2,380,323
Unknown	5.83%	33	635	44,980
Weather Related	0.18%	1	2	633
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	0.00%	0	0	0
<b>TOTAL</b>	<b>100.00%</b>	<b>566</b>	<b>31,420</b>	<b>3,347,549</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, equipment failures were also a notable contributor to the metrics.

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 continues 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 outages over the last year which has resulted in additional steps to increase animal guard protection in substations and review distribution animal guarding standards.

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.