



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

October 29, 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 September 30, 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 September 30, 2024, 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, 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.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Eric Sorber', is positioned above the typed name.

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, 5th Floor
Harrisburg, PA 17101
ra-oca@paoca.org
pcicero@paoca.org

Allison Kaster, Deputy Chief Prosecutor
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street, 2nd Floor West
PO Box 3265
Harrisburg, PA 17105
Akaster@pa.gov

Steven C. Gray, Esquire
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
Bureau of Technical Utility Services
Commonwealth Keystone Building
3rd Floor
400 North Street
Harrisburg, PA 17120
dsearfoorc@pa.gov
jvanzant@pa.gov



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

October 29, 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.

Two major events occurred during the preceding quarter.

One major event occurred on July 15, 2024, at 06:55 PM through July 18, 2024, at 01:18 PM, resulting in service interruptions affecting 8,302 customers. The weather system in affect brought persistence of record high heat conditions during the July Storm period resulted in ongoing severe weather conditions throughout the three-day period. High winds, off-right-of-way vegetation, and other storm-related damage caused damage to conductors, poles, and other equipment that resulted in a total of 3,352,472 Customer-Minutes-Interrupted over the entire period. UGI was granted an exemption for this major event by Secretarial Letter dated October 7, 2024, at Docket No. M-2024-3051257. As such, the interruption data related to this major event is excluded from the calculation of the metrics in this quarterly update.

Another major event occurred on July 28, 2024, at 04:16 PM through July 28, 2024 at 4:58 PM when a 66kV potential transformer (PT) on UGI’s Hunlock-Koonsville transmission line catastrophically failed causing a fault that resulted in the clearing of the Hunlock 66kV Bus. The system operator and field personnel performed emergency switching to isolate the damaged equipment and restore all customers. Prior to the PT’s failure, UGI had performed all scheduled inspection and maintenance related work on the substation equipment involved and no issues were identified that would predict failure. This event resulted in the interruption of service to 9,384 customers and 213,836 total customer minutes interrupted. UGI was granted an exemption for this major event by Secretarial Letter dated August 28, 2024, at Docket No. M-2024-3050881. As such, the interruption data related to this major event is excluded from the calculation of the metrics in this quarterly update.

**UGI Utilities, Inc. – Electric Division
System Reliability Report**

§ 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 September 30, 2024	86	0.61	141

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 2023 through September 2024

Month	SI	TCI	TCB	TMCI
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
Apr-2024	39	3,051	62,627	291,633
May-2024	37	4,422	62,589	301,464
Jun-2024	143	9,505	62,626	2,359,094
Jul-2024	37	478	62,722	65,792
Aug-2024	53	4,460	62,659	584,352
Sep-2024	32	3,172	62,609	435,007
TOTAL	600	38,099	62,554 *	5,379,113

* 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 September 2024 is 86. This result has increased 4% from the results reported through June 2024.

SAIFI

The 12-month rolling SAIFI index is 0.61, which has increased 3% since the result reported for the period ending June 2024.

CAIDI

The CAIDI result of 141 for the 12-month reporting period ending September 2024 has increased 1% 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 2023 through September 2024

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	16.33%	98	622	42,052
Company Agent	1.33%	8	8	867
Construction Error	0.67%	4	334	47,789
Customer Problem	0.00%	0	0	0
Dig In	0.50%	3	3	375
Equipment Failure	13.17%	79	3,717	140,759
Lightning	0.50%	3	94	7,477
Motor Vehicle	4.00%	24	4,858	524,298
Other	1.33%	8	853	79,134
Public	1.17%	7	142	22,877
Structure Fire	0.33%	2	373	27,391
Trees	55.00%	330	26,651	4,439,045
Unknown	4.83%	29	438	42,745
Weather Related	0.83%	5	6	4,304
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	0.00%	0	0	0
TOTAL	100.00%	600	38,099	5,379,113

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 which 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.

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.

Other significant contributors to the reliability metrics were animal caused outages and equipment failures accounting for a high number of outage instances and motor vehicle accidents accounting for a high number of customer interruptions and minutes interrupted. 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. Regarding animal related issues, the Company has increased animal guard protection in substations and is currently reviewing and updating distribution animal guarding equipment and standards. To reduce impact of motor vehicle issues, the Company emphasizes caution in the placement of new and replacement poles and continues to increase sectionalizing on distribution circuits to allow faster restoration of undamaged circuit.