



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

January 29, 2025

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, 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 December 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 December 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.

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

January 29, 2025

**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
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
12 months Ended December 31, 2024	107	0.78	138

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 2024 through December 2024

Month	SI	TCI	TCB	TMCI
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
Oct-2024	29	730	62,659	90,079
Nov-2024	90	6,851	62,740	960,514
Dec-2024	37	8,173	62,743	634,933
TOTAL	659	48,640	62,634 *	6,713,559

* 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 2024 is 107. This result has increased 24% from the results reported through September 2024.

SAIFI

The 12-month rolling SAIFI index is 0.78, which has increased 28% since the result reported for the period ending September 2024.

CAIDI

The CAIDI result of 138 for the 12-month reporting period ending December 2024 has decreased 2% 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 2024 through December 2024

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	12.75%	84	601	39,704
Company Agent	1.21%	8	8	898
Construction Error	1.21%	8	360	50,880
Customer Problem	0.00%	0	0	0
Dig In	0.46%	3	628	48,603
Equipment Failure	13.66%	90	6,005	408,681
Lightning	0.46%	3	94	7,477
Motor Vehicle	3.79%	25	6,284	519,713
Other	1.21%	8	201	38,013
Public	0.76%	5	115	18,755
Structure Fire	0.76%	5	1,411	199,613
Trees	57.21%	377	31,957	5,258,914
Unknown	5.46%	36	963	110,500
Weather Related	1.06%	7	13	11,808
TOTAL	100.00%	659	48,640	6,713,559

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 customer interruptions (CI) interruptions and customer minutes interrupted (CMI). In addition to maintaining an aggressive vegetation management program UGI continues to focus on key capital reliability initiatives 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.

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. The Company also continues to add distribution automation devices to aid in overall system reliability. These devices are controllable from its Control Center and allow outage avoidance through additional circuit protection and outage duration reduction by through remote switching capability. When eventually coupled with fault location, isolation, and service restoration technology, 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 over the quarter were equipment failures, motor vehicle accidents and structure fires which all accounted for notable percentages of CI and CMI. To address equipment failures, UGI continues to replace aging system components through our Long-Term Infrastructure Improvement Plan, including wood poles, porcelain insulators, underground cable, and open wire secondary. 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.

Animal caused outages remain a large contributor to outage instances although these instances account for a small percentage of CI and CMI. Regarding animal related issues, the Company increased animal guard protection in substations and modified the distribution animal guarding approach to include new and additional animal guarding equipment.