



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

April 22, 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 March 31, 2025  
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, 2025, 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, 2025.

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,

Vincent Degiusto  
Senior Director - 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 22, 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
<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, 2025	110	0.80	137

SAIDI: System Average Interruption Duration Index  
SAIFI: System Average Interruption Frequency Index  
CAIDI: Customer Average Interruption Duration Index

**UGI Utilities, Inc. – Electric Division  
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**Raw Data: April 2024 through March 2025**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Jan-2025	34	2,121	62,706	321,868
Feb-2025	22	2,581	62,797	284,518
Mar-2025	26	4,762	62,911	559,990
<b>TOTAL</b>	<b>579</b>	<b>50,306</b>	<b>62,699 *</b>	<b>6,889,244</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 2025 is 110. This result has increased 3% from the results reported through December 2024.

**SAIFI**

The 12-month rolling SAIFI index is 0.80, which has increased 3% since the result reported for the period ending December 2024.

**CAIDI**

The CAIDI result of 137 for the 12-month reporting period ending March 2025 has decreased 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: April 2024 through March 2025**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	13.13%	76	635	41,787
Company Agent	1.21%	7	7	613
Construction Error	1.04%	6	28	3,238
Customer Problem	0.00%	0	0	0
Dig In	0.35%	2	627	48,507
Equipment Failure	14.68%	85	6,087	427,427
Lightning	0.52%	3	94	7,477
Motor Vehicle	5.01%	29	8,477	755,925
Other	1.55%	9	2,259	157,504
Public	1.21%	7	186	26,653
Structure Fire	1.21%	7	1,473	204,682
Trees	52.33%	303	28,847	4,977,704
Unknown	6.22%	36	1,478	213,362
Weather Related	1.55%	9	108	24,365
<b>TOTAL</b>	<b>100.00%</b>	<b>579</b>	<b>50,306</b>	<b>6,889,244</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 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 improve system reliability. These devices are controllable from its Control Center and allow: 1) outage avoidance through additional circuit protection and 2) outage duration reduction 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, and motor vehicle accidents which accounted for notable percentages of interruptions, 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 reduce outage exposure and allow faster restoration of undamaged circuit.