



UGI Utilities, Inc.
1 UGI Drive
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July 23, 2025

VIA E-FILING

Matthew Homsher, Esq., 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 June 30, 2025
Docket No. M-2023-3039027**

Dear Secretary Homsher:

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 June 30, 2025, along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending June 30, 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.

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

July 23, 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 June 30, 2025	78	0.72	108

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

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Raw Data: July 2024 through June 2025

Month	SI	TCI	TCB	TMCI
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
Apr-2025	43	1,258	62,737	270,204
May-2025	37	8,174	62,758	339,835
Jun-2025	57	2,322	62,430	339,766
TOTAL	497	45,082	62,706 *	4,886,858

* 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 June 2025 is 78. This result has decreased 29% from the results reported through March 2025.

SAIFI

The 12-month rolling SAIFI index is 0.72, which has decreased 10% since the result reported for the period ending March 2025.

CAIDI

The CAIDI result of 108 for the 12-month reporting period ending June 2025 has decreased 21% from our last quarterly report.

SAIFI, SAIDI, and CAIDI are all below the 12-Month Standard and the 12-Month Benchmark.

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§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: July 2024 through June 2025

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	14.29%	71	625	37,073
Company Agent	1.61%	8	1,215	11,403
Construction Error	1.81%	9	64	5,486
Customer Problem	0.00%	0	0	0
Dig In	0.40%	2	650	56,244
Equipment Failure	16.70%	83	11,130	556,154
Lightning	0.60%	3	23	2,973
Motor Vehicle	4.43%	22	5,530	501,297
Other	1.61%	8	2,258	157,213
Public	1.01%	5	74	8,383
Structure Fire	1.41%	7	1,102	177,535
Trees	48.69%	242	21,022	3,155,870
Unknown	6.44%	32	1,285	196,533
Weather Related	1.01%	5	104	20,694
TOTAL	100.00%	497	45,082	4,886,858

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 which accounted for notable percentages of interruptions, CI, and CMI. Specifically, a failed transmission insulator led to an outage that contributed significantly to this quarter's outage data. In turn, UGI has conducted a patrol of this transmission line to target and replace similar insulators to mitigate additional failures. To further 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.

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. UGI continues to

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System Reliability Report**

monitor and inspect locations where animal outages are occurring in effort to further improve distribution animal protection standards.