



**Energy to do more®**

**Vincent Degiusto**  
Sr. Director – Electric Division

UGI Utilities, Inc.  
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October 24, 2025

**VIA E-FILING**

Matthew L. Homsher, 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, 2025  
Docket No. M-2023-3039027**

Dear Mr. Homsher:

Pursuant to the Pennsylvania Public Utility Commission’s (“Commission”) May 7, 2004 Final Rulemaking Order amending Electric Service Reliability Regulations (52 Pa. Code §§57.191 - 57.197), UGI Utilities, Inc. - Electric Division (“UGI Electric”) 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, 2025, 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, 2025.

The Office of Consumer Advocate, the Office of Small Business Advocate, the Commission’s Bureaus of Audits and 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 at [kstair@ugi.com](mailto:kstair@ugi.com).

Sincerely,

A handwritten signature in black ink that reads "Vincent Degiusto". The signature is written in a cursive, flowing style.

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

October 24, 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 Utilities, Inc. – Electric Division’s (“UGI Electric”) 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 September 30, 2025	71	0.70	101

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 2024 through September 2025**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Jul-2025	58	2,462	62,681	375,702
Aug-2025	26	380	62,685	64,658
Sep-2025	31	4,103	62,685	211,354
<b>TOTAL</b>	<b>490</b>	<b>43,917</b>	<b>62,711 *</b>	<b>4,453,421</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 September 2025 is 71. This result has decreased 9% from the results reported through June 2025.

**SAIFI**

The 12-month rolling SAIFI index is 0.70, which has decreased 3% since the result reported for the period ending June 2025.

**CAIDI**

The CAIDI result of 101 for the 12-month reporting period ending September 2025 has decreased 6% 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 2024 through September 2025**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	12.86%	63	2,296	102,227
Company Agent	1.63%	8	1,215	11,498
Construction Error	1.43%	7	62	5,339
Customer Problem	0.00%	0	0	0
Dig In	0.61%	3	657	58,050
Equipment Failure	19.18%	94	11,455	617,570
Lightning	0.41%	2	19	2,461
Motor Vehicle	4.08%	20	4,986	349,272
Other	2.04%	10	3,788	183,518
Public	1.22%	6	213	23,119
Structure Fire	1.43%	7	1,102	177,535
Trees	47.76%	234	16,745	2,703,151
Unknown	6.12%	30	1,265	195,797
Weather Related	1.22%	6	114	23,884
<b>TOTAL</b>	<b>100.00%</b>	<b>490</b>	<b>43,917</b>	<b>4,453,421</b>

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

### **Proposed Solutions to Identified Problems:**

UGI Electric 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 Electric continues to focus on key capital reliability initiatives to reduce the frequency of interruptions during high-wind and other severe weather events, such as sectionalizing, distribution automation, and off right-of-way relocations. Of note regarding vegetation management, UGI Electric 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 Electric 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 operable from its Control Center and: 1) avoid outages through additional circuit protection; and 2) reduce outage duration through remote switching capability. When eventually coupled with fault location, isolation, and service restoration technology, UGI Electric 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 outage instances, CI, and CMI. To further address equipment failures, UGI Electric continues to replace aging system components through its Long-Term Infrastructure Improvement Plan, including wood poles, porcelain insulators, underground cable, and open wire secondary. Over the last quarter, animal-caused outages also remain a large contributor to outage instances, 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 Electric continues to monitor and inspect locations where animal outages are occurring in effort to further improve distribution animal protection standards.