



Energy to do more®

Vincent DeGiusto
Sr. Director – Electric Division

UGI Utilities, Inc.
One UGI Center
Wilkes-Barre, PA 18711

January 28, 2026

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 December 31, 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 December 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 December 31, 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.

Sincerely,

A handwritten signature in blue 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**

Darryl A. Lawrence, Esq.
Consumer Advocate
Office of Consumer Advocate
555 Walnut Street, 5th Floor
Harrisburg, PA 17101
ra-oca@paoca.org
dlawrence@paoca.org

Allison Kaster, Director & 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

Christian Yother, Director
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101
chyother@pa.gov

Dan Searforce, Manager
John Van Zant, Supervisor
Clint McKinley, Engineer
Bureau of Technical Utility Services
Commonwealth Keystone Building
3rd Floor
400 North Street
Harrisburg, PA 17120
dsearfoorc@pa.gov
jvanzant@pa.gov
cmckinley@pa.gov



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

January 28, 2026

**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
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
12 months Ended December 31, 2025	56	0.58	97

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 2025 through December 2025

Month	SI	TCI	TCB	TMCI
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
Oct-2025	43	2,674	62,685	206,090
Nov-2025	66	2,576	62,685	158,405
Dec-2025	51	2,698	62,685	375,894
TOTAL	494	36,111	62,704 *	3,508,284

* 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 2025 is 56. This result has decreased 21% from the results reported through September 2025.

SAIFI

The 12-month rolling SAIFI index is 0.58, which has decreased 17% since the result reported for the period ending September 2025.

CAIDI

The CAIDI result of 97 for the 12-month reporting period ending December 2025 has decreased 4% 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 2025 through December 2025

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	15.18%	75	2,457	111,648
Company Agent	1.42%	7	1,214	11,448
Construction Error	0.81%	4	63	4,651
Customer Problem	0.00%	0	0	0
Dig In	1.01%	5	39	13,470
Equipment Failure	19.43%	96	8,200	345,677
Lightning	0.40%	2	19	2,461
Motor Vehicle	3.85%	19	2,832	305,045
Other	2.23%	11	3,842	180,997
Public	2.23%	11	1,477	48,712
Structure Fire	0.81%	4	64	5,313
Trees	47.17%	233	15,112	2,336,476
Unknown	4.66%	23	685	126,006
Weather Related	0.81%	4	107	16,380
TOTAL	100.00%	494	36,111	3,508,284

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.

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.