



**Energy to do more®**

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

UGI Utilities, Inc.  
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April 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 March 31, 2026  
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 March 31, 2026, 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, 2026.

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 John Shaver at (570) 592-4436 or email at [jshaver@ugi.com](mailto:jshaver@ugi.com).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Vincent Degiusto', is written over a light blue horizontal line.

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 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’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, 2026	44	0.52	83

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

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**Raw Data: April 2025 through March 2026**

<b>Month</b>	<b>SI</b>	<b>TCI</b>	<b>TCB</b>	<b>TMCI</b>
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
Jan-2026	18	241	62,869	40,461
Feb-2026	23	846	62,780	88,897
Mar-2026	32	5,129	62,196	260,730
<b>TOTAL</b>	<b>485</b>	<b>32,863</b>	<b>62,656 *</b>	<b>2,731,996</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 2026 is 44. This result has decreased 21% from the results reported through December 2025.

**SAIFI**

The 12-month rolling SAIFI index is 0.52, which has decreased 10% since the result reported for the period ending December 2025.

**CAIDI**

The CAIDI result of 83 for the 12-month reporting period ending March 2026 has decreased 14% 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: April 2025 through March 2026**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	18.35%	89	2,591	119,920
Company Agent	2.06%	10	1,231	15,195
Construction Error	1.24%	6	98	8,410
Customer Problem	0.00%	0	0	0
Dig In	1.24%	6	1,796	71,451
Equipment Failure	21.24%	103	9,021	336,639
Lightning	0.41%	2	19	2,461
Motor Vehicle	3.30%	16	1,567	198,821
Other	1.44%	7	1,602	28,261
Public	2.06%	10	1,407	40,824
Structure Fire	0.62%	3	62	11,375
Trees	44.33%	215	13,324	1,875,595
Unknown	3.30%	16	134	19,774
Weather Related	1.55%	2	11	3,270
<b>TOTAL</b>	<b>100.00%</b>	<b>485</b>	<b>32,863</b>	<b>2,731,996</b>

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

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

UGI conducts a quarterly review of top contributing causes to outages across the UGI territory. The top contributors to number of incidents are weather initiated vegetation/ tree outages, equipment failures, and animals. When factoring in customers interrupted (CI) and total customer minutes interrupted (CMI) the top contributors were weather-initiated vegetation/tree outages, equipment failures, and motor vehicle related outages. A single dig-in event also occurred during this quarter resulting in a notable impact to CI and CMI.

UGI has initiated plans for system improvements with these causes at the forefront of their efforts to mitigate outages in the short term and long-term planning of the system. UGI has continued implementation of an aggressive vegetation management program. Focusing on areas that have been identified as key areas through internal reports. UGI continues operating at an elevated resource level to increase hazard tree removals with the goal of reducing the vegetation trim cycles from nearly 6 years to a goal of 4.5 years. To reduce outage times during severe weather events UGI routinely exercises a heightened sense of preparedness prior, during, and after predicted weather events. These efforts include but are not limited to weekly emergency preparedness meetings, placing internal staff on standby, recruiting on-property contractors for standby, bringing in external contractors to stage on property, and conducting a yearly storm drill with all UGI office staff. This heightened sense of awareness allows UGI to respond and restore customers experiencing an outage with increased efficiency.

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.

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, open wire secondary, and upgraded aging substations. 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

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outage exposure and allow faster restoration of undamaged circuit. UGI has also made significant efforts to install animal guard at substation with the most risk, as well as additional guarding on distribution circuits, to address animal-related outages.