



# 2012-2013 Winter Reliability

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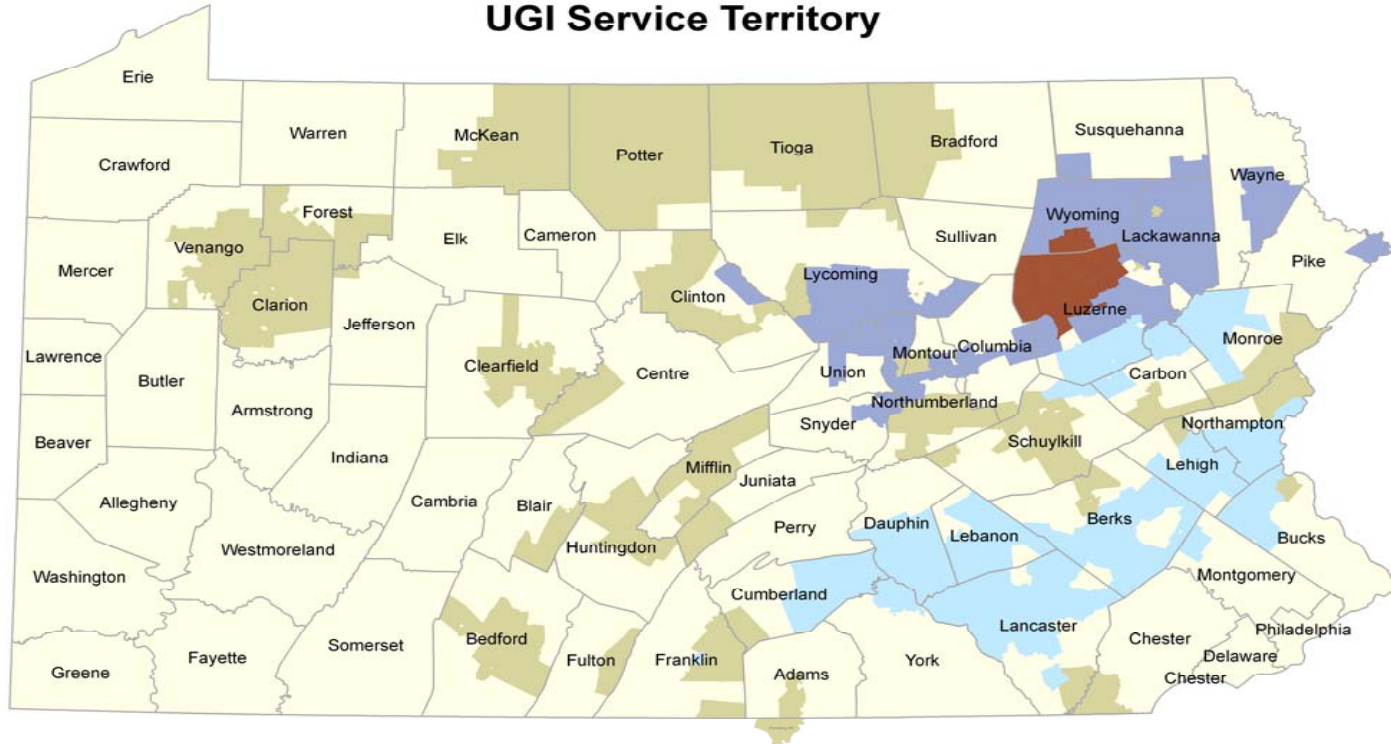
# Introduction

- UGI Utilities, Inc. operates three natural gas distribution companies in Pennsylvania: UGI Utilities - Gas Division, UGI Penn Natural Gas and UGI Central Penn Gas, serving close to 600,000 customers
- UGI has 28 regional offices and 1,311 gas and utilities employees dedicated to providing safe and reliable service to our customers







# UGI Service Territory

## UGI Service Territory



### Legend

- |  |   |
|--|---|
|  UGI Central Penn Gas, Inc. |  UGI Gas Utilities, Inc. |
|  UGI Penn Natural Gas, Inc. |  UGI Electric            |

# Safety Is a Priority

- Safety and reliability are core values at UGI, and our system design is safe and prepared to meet customers' needs, particularly in the winter months
- Operationally, UGI has a goal of driving standardization across our three gas utilities
- UGI Operations and Engineering play key roles in maintaining the safe and reliable performance of our system

# Operations Preparations for Winter: Planning

- Prudent Engineering techniques employed to provide system redundancy and allow supply flexibility
- Extensive capital replacement initiative underway
- Winter planning meetings held to review system integrity
- System adjustments being made in preparation for cold weather flows
- Increased emergency inventory
- Winter employee coverage evaluated

# Operations Preparations for Winter: System Monitoring/Response

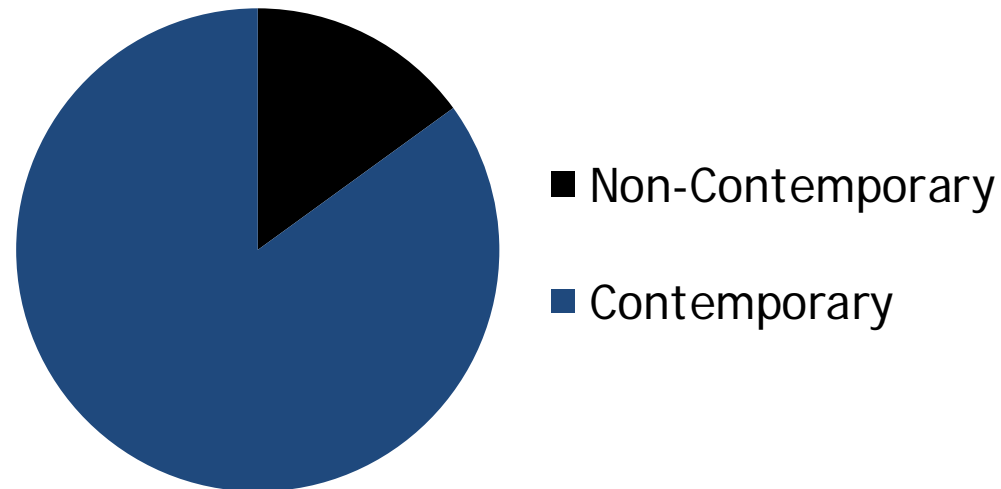
- Enhanced leak survey protocols
- Recent improvements to field and emergency response training
- Continued focus on Damage Prevention

# Leak Detection/Frost Patrol

- In addition to ongoing surveys, UGI has implemented enhancements to the following leak surveys:
  - Winter cast iron patrols
    - Leak surveys are conducted on UGI's entire cast iron system every two weeks from January 1 to March 31
    - Can be triggered earlier by an accumulated 150 frost degree day threshold or frost observations
  - Annual survey of all unprotected metallic services
  - Special Business/Urban Area leak survey

# UGI Infrastructure Betterment

## UGI SYSTEM COMPOSITION OF DISTRIBUTION PIPING MATERIALS



- Approximately 85% of piping is constructed of contemporary materials
- UGI has an aggressive capital replacement plan
- 531 miles of cast iron and bare steel pipe eliminated in last 10 years



# Damage Prevention

- Third party damage by excavators is one of the most significant risks to natural gas pipelines
- UGI has a comprehensive program to address the issue of 3rd party damage, which includes:
  - Outreach efforts
  - Training and technology to enhance the performance of our internal staff
- UGI has been a member of Pennsylvania One Call (POCS) since 1979 and works closely with POCS and all stakeholder groups to reduce damages to UGI facilities

## Damage Prevention cont'd

- UGI recently purchased a variety of new equipment to improve our locating accuracy
  - Personnel were trained to use the new equipment
  - Equipment included multi-frequency pipe locators, gas line tracers and marker ball locators
- UGI has enhanced efforts to communicate safety tips and information to stakeholders on damage prevention

# Conclusion

- We are prepared to serve our customers reliably and safely this winter
- For more information:
  - [www.ugi.com](http://www.ugi.com)
  - Facebook [www.facebook.com/ugiutilities](http://www.facebook.com/ugiutilities)
  - Twitter @ugi\_utilities
  - UGI Connection Blog <http://blog.ugi.com>