



UGI Utilities, Inc.  
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Post Office Box 12677  
Reading, PA 19612-2677  
(610) 796-3400 Telephone

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

August 1, 2012

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

SENT VIA FEDERAL EXPRESS

RE: **Quarterly Electric System Reliability Report  
12 Months Ending June 30, 2012**

Dear Secretary Chiavetta:

Pursuant to the Commission's May 7, 2004 Final Rulemaking Order amending Electric Service Reliability Regulations (52 Pa. Code §§57.191 - 57.197) at Docket Nos. L-00030161 and M-00991220, UGI Utilities, Inc. - Electric Division ("UGI") hereby files an original and six copies of 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, 2012, along with the raw data from the same period. The actual statistics are favorable to both the benchmark and standard adopted for UGI. Also included is a breakdown of outages by cause for the 12 months ending June 30, 2012.

The Office of Consumer Advocate, the Office of Small Business Advocate, the Bureau of Audits and the Bureau of Conservation, Economics and Energy Planning have each been served with copies of this filing.

Questions related to the attached report should be directed to Ms. Abigail J. Hemmerich at (610) 796-3431 or email [ahemmerich@ugi.com](mailto:ahemmerich@ugi.com).

Sincerely,

Richard E. Gill  
Director – Engineering & Operations  
Electric Division

Attachment

c: **FEDERAL EXPRESS**

Irwin A. Popowsky  
Office of Consumer Advocate  
555 Walnut St.  
5<sup>th</sup> Floor, Forum Place  
Harrisburg, PA 17101-1921

Office of Small Business Advocate  
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Harrisburg, PA 17101

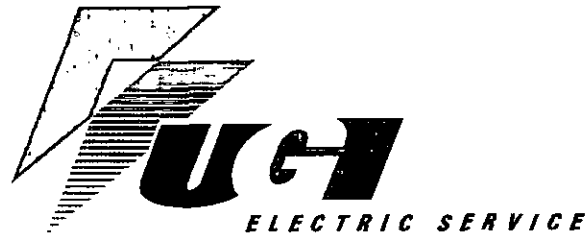
Carl Lesney  
Bureau of Audits  
Pennsylvania Public Utility Commission  
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Yasmin Snowberger, P. E.  
Supervisor of Electric Reliability  
Bureau of Conservation, Economics and Energy Planning  
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**ELECTRONIC MAIL**

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

**August 1, 2012**

**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 June, 2012	72	0.67	109

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

**Raw Data: July 2011 - June 2012**

Month	SI	TCI	TCB	TMCI
Jul-2011	70	4,848	62,045	1,029,478
Aug-2011	34	6,011	62,033	698,334
Sep-2011	50	11,746	61,911	950,395
Oct-2011	28	2,278	61,870	142,418
Nov-2011	27	4,170	62,040	454,154
Dec-2011	16	199	62,103	23,329
Jan-2012	21	2,028	62,165	217,850
Feb-2012	13	491	62,250	69,350
Mar-2012	17	1,390	62,453	157,891
Apr-2012	21	391	62,137	82,741
May-2012	33	4,832	62,100	353,481
Jun-2012	<u>35</u>	<u>2,988</u>	<u>62,027</u>	<u>317,213</u>
<b>TOTAL</b>	<b>365</b>	<b>41,372</b>	<b>62,095 *</b>	<b>4,496,634</b>

\* 12-month arithmetic average

SI: Sustained Interruptions  
TCI: Total Customers Interrupted  
TCB: Total Customer Base  
TMCI: Total Minutes Customer Interruption

**Note: The numbers used in calculating these indices exclude the major events that occurred on August 28 and September 9, 2011.**

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

**SAIDI**

The SAIDI value for the 12 months ending June 2012 is 72. This result is 35% lower than results reported through March 2011.

**SAIFI**

The 12-month rolling SAIFI index decreased 29% from 0.94 in our last quarterly report to 0.67 for the period ending June 2012.

**CAIDI**

The CAIDI result of 109 for the 12-month reporting period ending June 2012 is down 9% from our last report.

UGI's SAIFI index, which had exceeded the benchmark since late summer 2011, has now dropped back below that target level. As had previously been reported, significant storms during April 2011 and June 2011 caused a higher than normal number of interruptions. Additionally, damages from those storms occurred at locations on UGI's distribution system that impacted a proportionally larger number of customers. The resulting high SAIFI indices for these months have now rolled off the 12-month reporting period. Comparatively, the quarter ended June 2012 experienced very moderate weather conditions thereby reducing the SAIFI index for the current reporting period. The SAIDI and CAIDI indices both remain well below both the benchmark and standard values.

**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: July 2011 – June 2012**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	14.25%	52	4,794	307,659
Company Agent	0.55%	2	1,132	27,598
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Equipment Failure	31.51%	115	8,560	689,320
Lightning	10.96%	40	5,646	617,124
Motor Vehicle	4.38%	16	2,439	321,931
Other	0.27%	1	1	280
Public	5.48%	20	1,058	51,035
Structure Fire	0.55%	2	224	38,475
Trees	19.45%	71	7,038	930,966
Unknown	4.11%	15	4,576	337,123
Weather Related	0.55%	2	261	78,633
Weather/Snow	2.47%	9	183	26,168
Weather/Ice	0.27%	1	1	358
Weather/Wind	<u>5.21%</u>	<u>19</u>	<u>5,459</u>	<u>1,069,964</u>
<b>TOTAL</b>	<b>100.00%</b>	<b>365</b>	<b>41,372</b>	<b>4,496,634</b>

**Proposed Solutions to Identified Problems:**

UGI continues to move forward with the selection and implementation of an Outage Management System (OMS). The OMS project team has issued an RFP and is currently evaluating vendor responses. The goal is to select an OMS vendor by early September 2012 and begin implementation soon after. The projected in-service date of the new system is on schedule for late 2013.

From: (610) 796-3417  
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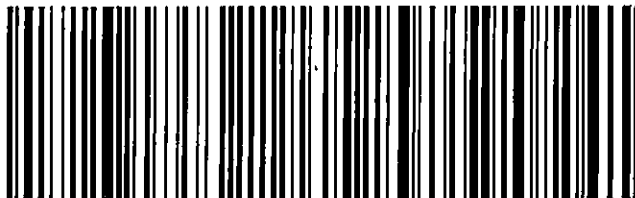
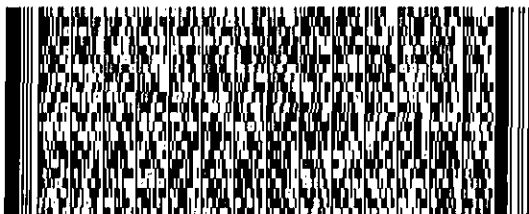
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