



UGI Utilities, Inc.
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(610) 796-3400 Telephone

May 1, 2013

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

SENT VIA FEDERAL EXPRESS

Dear Secretary Chiavetta:

**RE: Quarterly Electric System Reliability Report
12 Months Ending March 31, 2013**

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 March 31, 2013 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, 2013. The actual statistics are favorable to both the benchmark and standard adopted for UGI.

The Office of Consumer Advocate, the Office of Small Business Advocate, the Bureau of Audits, and the Bureau of Technical Utility Services 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.

Sincerely,

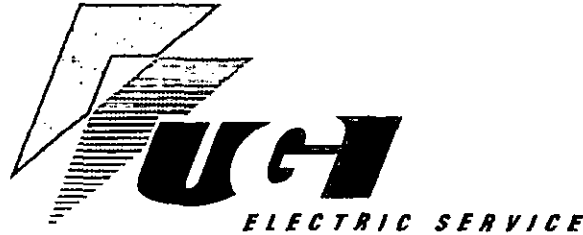
Richard E. Gill
Electric Division, Director – Engineering & Operations

Attachment

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SECRETARY'S BUREAU**



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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

May 1, 2013

**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.

There were no major events 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
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
12 months Ended March, 2013	59	0.55	107

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: April 2012 - March 2013

Month	SI	TCI	TCB	TMCI
Apr-2012	21	391	62,137	82,741
May-2012	33	4,832	62,100	353,481
Jun-2012	35	2,988	62,027	317,213
Jul-2012	71	2,866	61,994	539,896
Aug-2012	36	1,341	62,044	119,814
Sep-2012	31	1,009	62,033	199,231
Oct-2012	32	4,368	62,013	649,659
Nov-2012	26	823	62,068	86,775
Dec-2012	18	4,890	62,118	540,319
Jan-2013	22	5,504	62,162	137,647
Feb-2013	13	4,917	62,120	616,741
Mar-2013	<u>7</u>	<u>182</u>	<u>61,958</u>	<u>19,158</u>
TOTAL	345	34,111	62,065 *	3,662,675

* 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 occurring on August 9 - 10, 2012 and October 29 - November 1, 2012.

SAIDI

The SAIDI value for the 12 months ending March 2013 is 59. This result is 9% higher than results reported through December 2012.

SAIFI

The 12-month rolling SAIFI index increased 25% from 0.44 in our last quarterly report to 0.55 for the period ending March 2013.

CAIDI

The CAIDI result of 107 for the 12-month reporting period ending March 2013 is down 12% from our last report.

All index values fall well below their respective standard and benchmark levels. UGI believes the changes in reliability results compared with the previous reporting periods are due to the natural variation of the events in each period and do not indicate any trends. It is always important to note, however, that weather conditions have considerable impact on these results.

**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: April 2012 – March 2013

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	16.52%	57	984	66,435
Company Agent	1.16%	4	3,466	66,903
Construction Error	0.29%	1	375	32,625
Customer Problem	0.00%	0	0	0
Equipment Failure	30.72%	106	9,301	1,273,587
Lightning	7.83%	27	1,503	289,710
Motor Vehicle	5.51%	19	3,354	542,767
Other	0.58%	2	4	533
Public	3.19%	11	335	48,918
Structure Fire	0.00%	0	0	0
Trees	24.35%	84	9,309	806,536
Unknown	3.77%	13	4,514	333,903
Weather Related	0.58%	2	28	4,944
Weather/Snow	0.29%	1	5	2,270
Weather/Ice	0.29%	1	7	427
Weather/Wind	4.93%	17	926	193,117
TOTAL	100.00%	345	34,111	3,662,675

Proposed Solutions to Identified Problems:

UGI has not identified any specific, significant issues on its system that need attention.

After evaluating vendor proposals and product demonstrations, UGI has selected the Oracle Network Management System for its OMS. The OMS implementation team completed the system design and functional validation phase of the project in February. The project is on track to meet a projected in-service date in late 2013.

cc: **FEDERAL EXPRESS**

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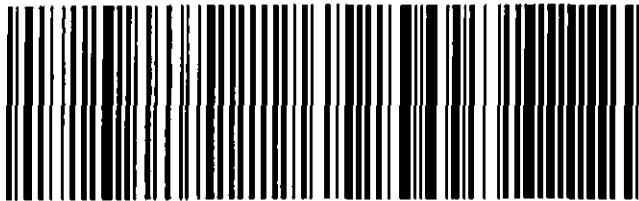
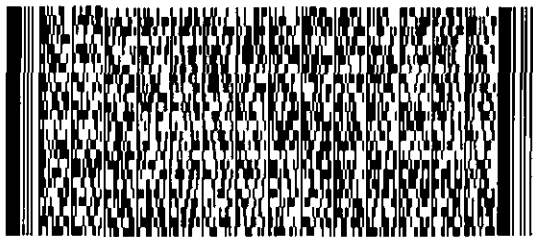
Rosemary Chiavetta
Pennsylvania Public Utility Comm.
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HARRISBURG, PA 17120

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