



January 29, 2010

One UGI Center
Wilkes-Barre, PA 18711-0600

Robert R. Stoyko
Vice President – Operations - North
570-819-1222 Telephone

Mr. James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

SENT VIA FEDERAL EXPRESS

Dear Secretary McNulty:

**RE: Quarterly Electric System Reliability Report
12 Months Ending December 31, 2009**

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 December 31, 2009 along with the raw data from the same period. The actual statistics are favorable for all indices to both the benchmark and standard adopted for UGI. A breakdown of outages by cause for the 12 months ending December 31, 2009 is also included.

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.

Kindly acknowledge receipt of this filing by date stamping the enclosed copy of this letter and returning it in the enclosed stamped, self-addressed envelope.

Sincerely,

A handwritten signature in cursive script that reads "R R Stoyko for".

Robert R. Stoyko
Vice President – Northern Region

Attachment

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**



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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

February 1, 2010

**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
12-Month Standard	256	1.12	228
12-Month Benchmark	140	0.83	169
12 months Ended December, 2009	80	0.76	105

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

Raw Data: January 2009 - December 2009

Month	SI	TCI	TCB	TMCI
Jan-2009	17	526	62,377	70,175
Feb-2009	28	2,038	62,352	424,380
Mar-2009	18	7,144	62,340	273,496
Apr-2009	36	7,485	62,245	853,750
May-2009	37	8,639	62,155	808,467
Jun-2009	51	5,948	62,120	575,300
Jul-2009	28	6,488	62,092	439,522
Aug-2009	31	4,387	62,017	958,462
Sep-2009	24	317	61,944	47,667
Oct-2009	32	1,095	62,002	77,320
Nov-2009	23	748	62,055	133,143
Dec-2009	<u>22</u>	<u>2,420</u>	<u>62,145</u>	<u>315,604</u>
TOTAL	347	47,235	62,154 *	4,977,286

* 12-month arithmetic average

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

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

SAIDI

The SAIDI value for the 12 months ending December 2009 is 80. This result shows a 12% improvement over results reported through September 2009 and remains well below both the standard and benchmark levels established for UGI.

SAIFI

The 12-month rolling SAIFI index, which has run higher than the benchmark level established for UGI for the past two reporting periods, decreased 17% from 0.92 in our last quarterly report to 0.76 for the period ending December 2009.

CAIDI

The CAIDI result of 105 for the 12-month reporting period ending December 2009 is 6% higher than our last report. Total number of customers interrupted and minutes of interruption are both down, however, from our previous report.

**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 2009 - December 2009

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	17.58%	61	458	46,263
Company Agent	1.15%	4	48	5,012
Construction Error	0.00%	0	0	0
Customer Problem	0.86%	3	9	3,519
Equipment Failure	36.60%	127	19,099	1,404,823
Lightning	8.36%	29	2,736	181,908
Motor Vehicle	4.90%	17	5,190	792,812
Other	0.29%	1	89	10,658
Public	2.59%	9	293	55,099
Structure Fire	0.29%	1	8	2,000
Trees	18.44%	64	9,921	1,572,117
Unknown	3.46%	12	4,648	154,523
Weather Related	0.86%	3	203	8,279
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	4.61%	16	4,533	740,273
TOTAL	100.00%	347	47,235	4,977,286

Proposed Solutions to Identified Problems:

The outage by cause and number of interruptions is considered normal for UGI. Currently, there are no identified outage issues that lend themselves to correction through a single project or program. UGI continuously examines its system for reliability enhancements.

c: **FEDERAL EXPRESS**

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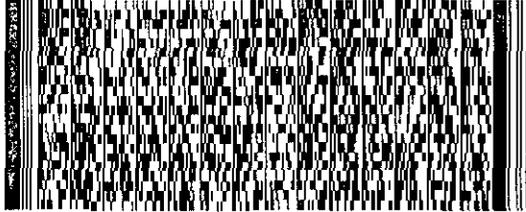
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Pennsylvania Public Utility Commiss
400 North Street

Harrisburg, PA 17120

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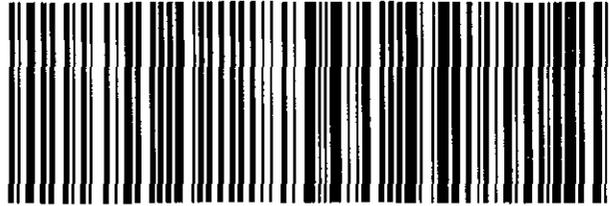


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