



UGI Utilities, Inc.
2525 North 12th Street
Suite 360
Post Office Box 12677
Reading, PA 19612-2677
(610) 796-3400 Telephone

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APR 30 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

L-00030161

April 30, 2010

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 March 31, 2010

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, 2010 along with the raw data from the same period. The actual statistics continue to be favorable to both the benchmark and standard adopted for UGI. Also included is a breakdown of outages by cause for the 12 months ending March 31, 2010.

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,

Robert R. Stoyko
Vice President - Northern Region

Attachments

c: **FEDERAL EXPRESS**

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

William R. Lloyd
Office of Small Business Advocate
Suite 1102, Commerce Bldg.
300 North Second St.
Harrisburg, PA 17101

Carl Lesney
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101

Darren Gill
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

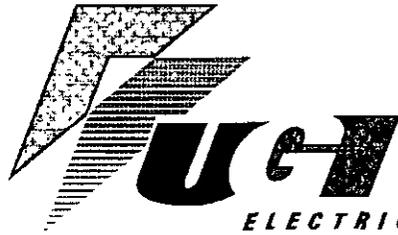
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Darren Gill
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
dgill@state.pa.us

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

May 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 March, 2010	78	0.67	116

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

Raw Data: April 2009 - March 2010

Month	SI	TCI	TCB	TMCI
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	22	2,420	62,145	315,604
Jan-2010	18	1,311	62,225	254,514
Feb-2010	8	26	62,234	4,583
Mar-2010	<u>34</u>	<u>2,631</u>	<u>62,241</u>	<u>357,564</u>
TOTAL	344	41,495	62,123 *	4,825,896

* 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 March 2010 is 78. This result is 3% lower than results reported through December 2009.

SAIFI

The 12-month rolling SAIFI index decreased 12% from 0.76 in our last quarterly report to 0.67 for the period ending March 2010.

CAIDI

The CAIDI result of 116 for the 12-month reporting period ending March 2010 is 10% higher than our last report. There has, however, been a decline in the total number of customers interrupted and minutes of interruption. Events during both January and March of the current reporting period required crews to perform off-road repairs. Restorations where poles need to be physically climbed to make repairs typically require as much as twice the amount of time as performing the work from a bucket truck.

UGI continues to operate below the established Benchmark and Standard for all indices.

**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 2009 - March 2010

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	17.73%	61	410	39,486
Company Agent	1.16%	4	48	5,012
Construction Error	0.00%	0	0	0
Customer Problem	0.87%	3	13	3,015
Equipment Failure	33.43%	115	17,613	1,327,737
Lightning	7.85%	27	2,734	181,526
Motor Vehicle	5.23%	18	4,769	775,827
Other	0.29%	1	89	10,658
Public	2.91%	10	48	5,945
Structure Fire	0.29%	1	8	2,000
Trees	20.35%	70	10,582	1,608,400
Unknown	1.45%	5	26	4,000
Weather Related	1.74%	6	314	21,453
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	<u>6.69%</u>	<u>23</u>	<u>4,841</u>	<u>840,837</u>
TOTAL	100.00%	344	41,495	4,825,896

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.

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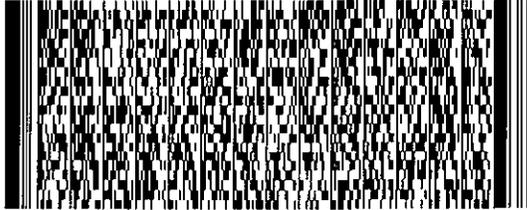
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James McNulty
Pennsylvania Public Utility Commiss
400 North Street

Harrisburg, PA 17120

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