



October 29, 2010

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

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OCT 29 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

SENT VIA FEDERAL EXPRESS

RE: **Quarterly Electric System Reliability Report
12 Months Ending September 30, 2010**

L-00030161

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 September 30, 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 September 30, 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.

Sincerely,

Robert R. Stoyko
Vice President – Northern Region
Attachment

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cc: **FEDERAL EXPRESS**

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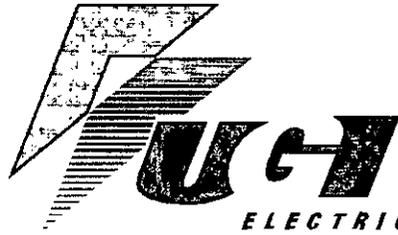
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

November 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 September, 2010	51	0.51	98

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

Raw Data: October 2009 - September 2010

Month	SI	TCI	TCB	TMCI
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	34	2,631	62,241	357,564
Apr-2010	31	1,058	62,016	187,824
May-2010	37	7,688	62,115	506,729
Jun-2010	34	2,282	62,035	255,094
Jul-2010	47	4,837	62,075	453,292
Aug-2010	38	1,919	62,076	168,907
Sep-2010	<u>52</u>	<u>5,843</u>	<u>62,087</u>	<u>423,086</u>
TOTAL	376	31,858	62,109 *	3,137,660

* 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 September 2010 is 51. This result is 11% lower than results reported through June 2010.

SAIFI

The 12-month rolling SAIFI index increased 4% from 0.49 in our last quarterly report to 0.51 for the period ending September 2010.

CAIDI

The CAIDI result of 98 for the 12-month reporting period ending September 2010 is down 16% from our last report.

The results for each of the three reliability indices remain well below their respective standard and benchmark levels. The most significant reason has been the absence of any type of storms during the past eight-months. Weather conditions have a 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: October 2009 - September 2010

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	23.94%	90	2,427	191,343
Company Agent	1.06%	4	39	1,627
Construction Error	0.00%	0	0	0
Customer Problem	0.27%	1	5	1,155
Equipment Failure	27.93%	105	8,123	631,195
Lightning	2.39%	9	284	56,172
Motor Vehicle	3.72%	14	3,339	294,416
Other	0.00%	0	0	0
Public	4.52%	17	98	11,879
Structure Fire	0.00%	0	0	0
Trees	23.14%	87	10,780	1,356,061
Unknown	3.19%	12	3,889	149,451
Weather Related	3.46%	13	1,172	124,730
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	<u>6.38%</u>	<u>24</u>	<u>1,702</u>	<u>319,631</u>
<i>TOTAL</i>	<i>100.00%</i>	<i>376</i>	<i>31,858</i>	<i>3,137,660</i>

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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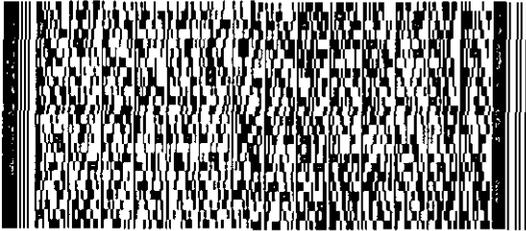
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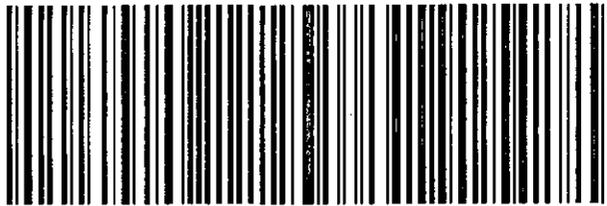


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