



Robert R. Stoyko  
Vice President - Northern Region

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January 31, 2011

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JAN 31 2011

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**SENT VIA FEDERAL EXPRESS**

Dear Secretary Chiavetta:

**RE: Quarterly Electric System Reliability Report  
12 Months Ending December 31, 2010**

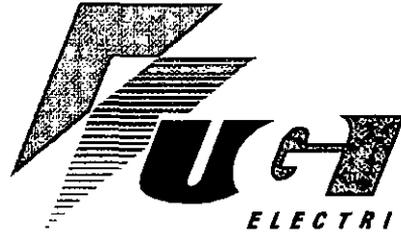
Pursuant to the Commission's May 7, 2004 Final Rulemaking Order amending Electric Service Reliability Regulations (52 Pa. Code §§57.191 - 57.197) at Docket Nos. L-00030161 and M-00991220, UGI Utilities, Inc. - Electric Division ("UGI") hereby files an original and six copies of its Quarterly System Reliability Report. This report contains SAIDI, SAIFI, and CAIDI results on a 12-month rolling basis for the period ending December 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 December 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](mailto:ahemmerich@ugi.com).

Sincerely,

Robert R. Stoyko  
Vice President - Northern Region  
Attachment



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

February 1, 2011

**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 December, 2010	48	0.48	99

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

**Raw Data: January 2010 - December 2010**

Month	SI	TCI	TCB	TMCI
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	52	5,843	62,087	423,086
Oct-2010	30	1,347	62,095	112,884
Nov-2010	18	206	62,248	28,030
Dec-2010	<u>22</u>	<u>874</u>	<u>62,271</u>	<u>210,550</u>
<b>TOTAL</b>	<b>369</b>	<b>30,022</b>	<b>62,143 *</b>	<b>2,963,057</b>

\* 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 2010 is 48. This result is 6% lower than results reported through September 2010.

**SAIFI**

The 12-month rolling SAIFI index decreased 6% from 0.51 in our last quarterly report to 0.48 for the period ending December 2010.

**CAIDI**

The CAIDI result of 99 for the 12-month reporting period ending December 2010 is up 1% from our last report.

**The results for each of the three reliability indices remain well below their respective standard and benchmark levels. It is important to note that favorable weather conditions have had 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: January 2010 - December 2010**

<b>Cause</b>	<b>% of Total Incidents</b>	<b>Number of Interruptions</b>	<b>Customers Interrupted</b>	<b>Minutes Interrupted</b>
Animal	22.49%	83	2,367	187,122
Company Agent	0.54%	2	20	687
Construction Error	0.00%	0	0	0
Customer Problem	0.27%	1	5	1,155
Equipment Failure	28.46%	105	8,690	827,026
Lightning	2.71%	10	285	56,470
Motor Vehicle	2.98%	11	3,295	289,745
Other	0.00%	0	0	0
Public	4.88%	18	165	25,424
Structure Fire	0.00%	0	0	0
Trees	23.85%	88	8,402	1,003,140
Unknown	3.79%	14	3,950	154,446
Weather Related	4.34%	16	1,297	150,228
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.00%	0	0	0
Weather/Wind	<u>5.69%</u>	<u>21</u>	<u>1,546</u>	<u>267,614</u>
<b>TOTAL</b>	<b>100.00%</b>	<b>369</b>	<b>30,022</b>	<b>2,963,057</b>

**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.

cc: **FEDERAL EXPRESS**

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**JAN 31 2011**

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From: (610) 796-3417  
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UGI UTILITIES, INC  
2525 N. 12th Street  
Suite 360  
READING, PA 19605

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**Pennsylvania Public Utility Comm.**  
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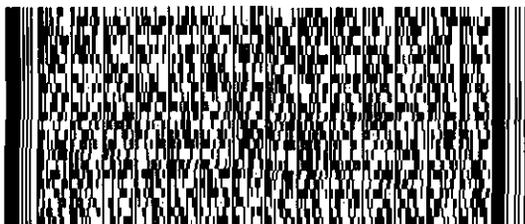
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