



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

November 1, 2012

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

SENT VIA FEDERAL EXPRESS

RE: **Quarterly Electric System Reliability Report
12 Months Ending September 30, 2012**

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, 2012 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending September 30, 2012. 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 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,

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

Attachment

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c: **FEDERAL EXPRESS**

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

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

Yasmin Snowberger, P. E.
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

ELECTRONIC MAIL

Yasmin Snowberger, P. E.
Supervisor of Electric Reliability
Bureau of Conservation, Economics and Energy Planning
ysnowberge@pa.gov



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

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November 1, 2012

**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.

On August 24, 2012, UGI Utilities, Inc. – Electric Division (UGI) filed a request for major event exclusion from of major outage for reliability reporting purposes in accordance with the requirements of the Commission’s Order entered May 11, 2004, at Docket # M-00991220. Pursuant to ~~Per~~ the Commission’s approval of that request on September 7, 2012, all indices contained in this quarterly System Reliability Report, and the raw data used to calculate them, exclude the numbers related to this major event.

~~The major event was caused by~~ This request related to service interruptions associated with a thunderstorm cell that contained frequent and severe lightning, which affected the UGI service territory beginning at 1918 ~~in the evening~~ hours on August 9, 2012. The lightning strikes caused multiple lockouts of distribution feeders and one lockout of a sub-feeder. There were over 1,700 lighting strikes within a one-hour period. ~~This caused~~ Sustained service interruptions were experienced by 7,498 customers, or approximately 12%, ~~out of a total of approximately~~ UGI’s 61,937 customers. ~~The sustained interruptions occurred in~~ There were ~~thirty four~~ trouble incidents throughout ~~locations in~~ Luzerne County. The geographic areas affected were: Dallas and Forty Fort Boroughs; Nanticoke City; Dallas, Kingston, Franklin, Hanover, Newport, and Fairmount Townships. ~~The event caused service interruptions from August 9, 2012 at 7:18 p.m. until~~ Service was fully restored to all customers by 0340 hours on August 10, 2012, at 3:40 a.m.

§ 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, 2012	43	0.39	112

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: October 2011 - September 2012

Month	SI	TCI	TCB	TMCI
Oct-2011	28	2,278	61,870	142,418
Nov-2011	27	4,170	62,040	454,154
Dec-2011	16	199	62,103	23,329
Jan-2012	21	2,028	62,165	217,850
Feb-2012	13	491	62,250	69,350
Mar-2012	17	1,390	62,453	157,891
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	<u>31</u>	<u>1,009</u>	<u>62,033</u>	<u>199,231</u>
TOTAL	349	23,983	62,101 *	2,677,368

* 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 event that occurred on August 9 and 10, 2012.

SAIDI

The SAIDI value for the 12 months ending September 2012 is 43. This result is 40% lower than results reported through June ~~2011~~2012.

SAIFI

The 12-month rolling SAIFI index decreased 42% from 0.67 in our last quarterly report to 0.39 for the period ending September 2012.

CAIDI

The CAIDI result of 112 for the 12-month reporting period ending September 2012 is up 3% from our last report.

All index values fall well below their respective standard and benchmark levels. It is important to note, however, that weather conditions beyond UGI's control can 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: October 2011 – September 2012

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	17.77%	62	4,971	322,295
Company Agent	0.29%	1	51	10,302
Construction Error	0.00%	0	0	0
Customer Problem	0.00%	0	0	0
Equipment Failure	30.09%	105	3,266	621,781
Lightning	7.45%	26	1,443	169,496
Motor Vehicle	6.30%	22	3,437	380,763
Other	0.00%	0	0	0
Public	4.01%	14	1,006	50,756
Structure Fire	0.57%	2	224	38,475
Trees	22.35%	78	4,170	628,153
Unknown	4.01%	14	4,802	363,356
Weather Related	0.29%	1	16	1,104
Weather/Snow	2.58%	9	183	26,168
Weather/Ice	0.29%	1	1	358
Weather/Wind	<u>4.01%</u>	<u>14</u>	<u>413</u>	<u>64,361</u>
TOTAL	100.00%	349	23,983	2,677,368

Proposed Solutions to Identified Problems:

UGI continues to move forward with implementation of an Outage Management System (OMS).

The OMS project team has evaluated all ~~proposes~~ proposals submitted to an RFP issued earlier this summer. The OMS vendor selection will be announced on November 1. The projected in-service date of the new system is on schedule for late 2013.

From: (610) 796-3415
Jennifer Sterner
UGI Utilities, Inc.
2525 N. 12th Street

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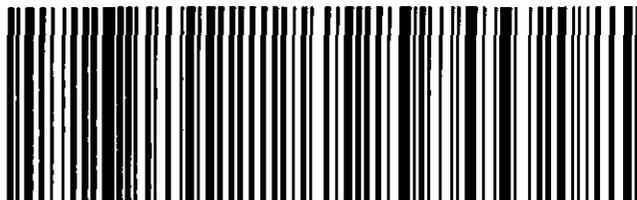
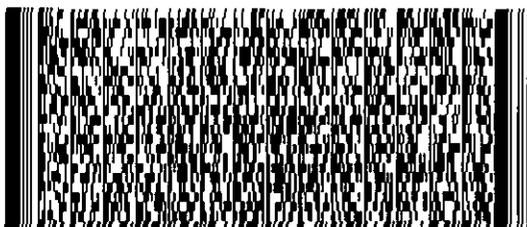
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