



UGI Utilities, Inc.
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Post Office Box 12677
Reading, PA 19612-2677
(610) 796-3400 Telephone

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February 1, 2013

FEB 01 2013

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, 2012**

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, 2012 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending December 31, 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 Technical Utility Services 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,

A handwritten signature in cursive script that reads "Richard E. Gill".

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

Attachment

cc: **FEDERAL EXPRESS**

Tanya J. McCloskey
Office of Consumer Advocate
555 Walnut St.
5th Floor, Forum Place
Harrisburg, PA 17101-1921

Office of Small Business Advocate
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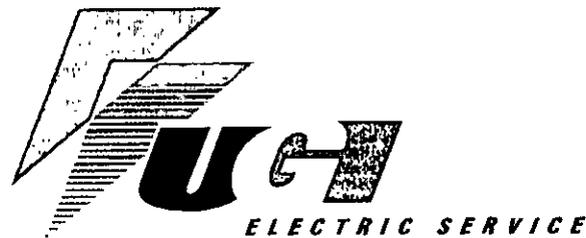
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UGI Utilities, Inc. – Electric Division
System Reliability Report:
Quarterly Update

February 1, 2013

**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 November 19, 2012, UGI Utilities, Inc. – Electric Division (UGI) filed a request for major event exclusion from reliability reporting in accordance with the requirements of the Commission’s Order entered May 11, 2004, at Docket # M-00991220. Pursuant to the Commission’s approval of that request on December 10, 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 Hurricane Sandy which affected the UGI service territory beginning at 1300 hours on October 29, 2012. High winds and heavy rains caused numerous off right-of-way tree failures that resulted in the loss of thirteen distribution feeders and three transmission lines which interrupted supply to four distribution substations. Over 17,000, or 28%, of UGI customers experienced sustained service interruptions in 382 trouble locations throughout Luzerne and Wyoming Counties. Service was fully restored to all customers by 1330 hours on November 1, 2012.

§ 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, 2012	54	0.44	122

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: January 2012 - December 2012

Month	SI	TCI	TCB	TMCI
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	31	1,009	62,033	199,231
Oct-2012	32	4,368	62,013	649,659
Nov-2012	26	823	62,068	86,775
Dec-2012	<u>18</u>	<u>4,890</u>	<u>62,118</u>	<u>540,319</u>
TOTAL	354	27,417	62,117 *	3,334,220

* 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 events occurring on August 9 - 10, 2012 and October 29 - November 1, 2012.

SAIDI

The SAIDI value for the 12 months ending December 2012 is 54. This result is 26% higher than results reported through September 2012.

SAIFI

The 12-month rolling SAIFI index increased 13% from 0.39 in our last quarterly report to 0.44 for the period ending December 2012.

CAIDI

The CAIDI result of 122 for the 12-month reporting period ending December 2012 is up 9% from our last report.

All index values fall well below their respective standard and benchmark levels. UGI believes the increases in reliability results compared with the previous reporting period is due to the natural variation of the events in each period and does not indicate any trends. It is always important to note, however, that weather conditions have considerable impact on these results.

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

§57.195(c)(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 2012 – December 2012

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	16.38%	58	957	64,445
Company Agent	0.85%	3	2,296	18,693
Construction Error	0.28%	1	375	32,625
Customer Problem	0.00%	0	0	0
Equipment Failure	29.66%	105	5,695	865,868
Lightning	7.91%	28	2,795	435,304
Motor Vehicle	6.50%	23	3,482	558,159
Other	0.28%	1	1	152
Public	3.11%	11	815	34,348
Structure Fire	0.28%	1	200	33,600
Trees	24.29%	86	5,201	749,854
Unknown	3.95%	14	4,626	339,727
Weather Related	0.56%	2	28	4,944
Weather/Snow	0.28%	1	5	2,270
Weather/Ice	0.56%	2	8	785
Weather/Wind	<u>5.08%</u>	<u>18</u>	<u>933</u>	<u>193,446</u>
TOTAL	100.00%	354	27,417	3,334,220

Proposed Solutions to Identified Problems:

UGI has not identified any specific, significant issues on its system that need attention.

UGI completed the vendor selection phase of its Outage Management System (OMS) implementation project. After evaluating vendor responses to its Request for Proposal and product demonstrations, UGI selected the Oracle Network Management System for its OMS. The OMS implementation team is currently in the system design and functional validation phase of the project which is expected to be completed by the end of February. The project is currently on schedule to meet its projected in-service date of late 2013.

From: (610) 796-3417
DORIS E GERNERT
UGI UTILITIES, INC
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HARRISBURG, PA 17120

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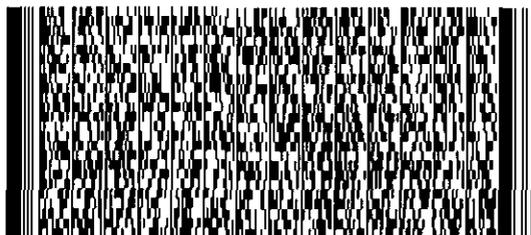
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