



UGI Utilities, Inc.
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(610) 796-3400 Telephone

RECEIVED

November 1, 2013

NOV - 1 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 September 30, 2013**

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, 2013 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, 2013. 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,

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

Attachment

c: **FEDERAL EXPRESS**

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

November 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.

There were no major events 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, 2013	87	.78	111

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 2012 - September 2013

Month	SI	TCI	TCB	TMCI
Oct-2012	32	4,368	62,013	649,659
Nov-2012	26	823	62,068	86,775
Dec-2012	18	4,890	62,118	540,319
Jan-2013	22	5,504	62,162	137,647
Feb-2013	13	4,917	62,120	616,741
Mar-2013	7	182	61,958	19,158
Apr-2013	48	3,935	61,767	672,419
May-2013	23	629	61,714	64,732
Jun-2013	42	3,146	61,908	444,316
Jul-2013	53	13,058	61,815	869,458
Aug-2013	26	4,299	61,828	887,559
Sep-2013	<u>41</u>	<u>2,609</u>	<u>61,770</u>	<u>387,971</u>
TOTAL	351	48,360	61,937 *	5,376,754

* 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 October 29 - November 1, 2012.

SAIDI

The SAIDI value for the 12 months ending September 2013 is 87. This result is 32% higher than results reported through June 2013.

SAIFI

The 12-month rolling SAIFI index increased 44% from 0.54 in our last quarterly report to 0.78 for the period ending September 2013.

CAIDI

The CAIDI result of 111 for the 12-month reporting period ending September 2013 is down 9% from our last report.

All index values fall below their respective standard and benchmark levels. UGI believes the changes in reliability results compared with the previous reporting periods are due to the natural variation of the events in each period and do 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(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 2012 – September 2013

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	16.81%	59	806	61,408
Company Agent	1.14%	4	3,480	68,275
Construction Error	0.28%	1	375	32,625
Customer Problem	0.28%	1	1	227
Equipment Failure	31.91%	112	17,144	1,584,473
Lightning	5.13%	18	5,515	574,855
Motor Vehicle	5.13%	18	4,604	1,129,325
Other	1.14%	4	269	22,571
Public	3.99%	14	282	45,135
Structure Fire	0.57%	2	19	5,771
Trees	24.79%	87	11,663	1,107,976
Unknown	1.99%	7	1,166	195,944
Weather Related	0.85%	3	67	18,574
Weather/Snow	0.28%	1	5	2,270
Weather/Ice	0.28%	1	7	427
Weather/Wind	5.41%	19	2,957	526,898
TOTAL	100.00%	351	48,360	5,376,754

Proposed Solutions to Identified Problems:

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

Implementation of the UGI Outage Management System (OMS) has been completed, going live on September 3rd, 2013. The OMS includes an interface to an Interactive Voice Response (IVR) system and a Web-based outage map. These new features will assure efficient processing of customer outage calls and provide the public with up-to-date outage counts by political sub-division.

From: (610) 796-3417
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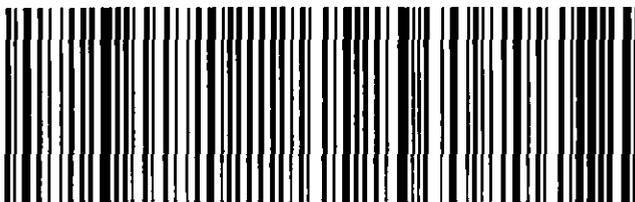
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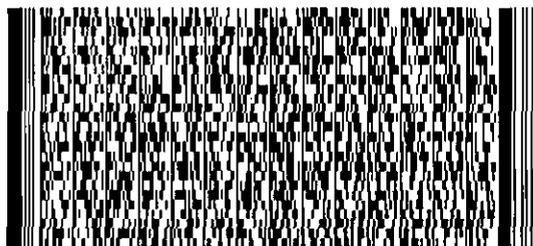
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