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

JAN 31 2014

February 1, 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 December 31, 2013**

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 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, 2013 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, 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](mailto:ahemmerich@ugi.com).

Sincerely,

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

Attachment

c: **FEDERAL EXPRESS**

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**ELECTRONIC MAIL**

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JAN 31 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



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

February 1, 2014

**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      |
|--------------------------------|------------|-------------|------------|
| <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, 2013 | 85         | 0.77        | 110        |

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 2013 - December 2013**

| Month        | SI         | TCI           | TCB             | TMCI             |
|--------------|------------|---------------|-----------------|------------------|
| 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     | 41         | 2,609         | 61,770          | 387,971          |
| Oct-2013     | 12         | 1,487         | 61,760          | 320,989          |
| Nov-2013     | 37         | 6,489         | 61,813          | 737,874          |
| Dec-2013     | <u>16</u>  | <u>1,644</u>  | <u>61,831</u>   | <u>116,023</u>   |
| <b>TOTAL</b> | <b>340</b> | <b>47,899</b> | <b>61,871 *</b> | <b>5,274,887</b> |

\* 12-month arithmetic average

SI: Sustained Interruptions  
 TCI: Total Customers Interrupted  
 TCB: Total Customer Base  
 TMCI: Total Minutes Customer Interruption

**SAIDI**

The SAIDI value for the 12 months ending December 2013 is 85. This result is 2% lower than results reported through September 2013.

**SAIFI**

The 12-month rolling SAIFI index decreased 1% from 0.78 in our last quarterly report to 0.77 for the period ending December 2013.

**CAIDI**

The CAIDI result of 110 for the 12-month reporting period ending December 2013 is down 1% 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: January 2013 – December 2013**

| <b>Cause</b>       | <b>% of Total Incidents</b> | <b>Number of Interruptions</b> | <b>Customers Interrupted</b> | <b>Minutes Interrupted</b> |
|--------------------|-----------------------------|--------------------------------|------------------------------|----------------------------|
| Animal             | 17.06%                      | 58                             | 846                          | 66,597                     |
| Company Agent      | 0.29%                       | 1                              | 1,184                        | 49,582                     |
| Construction Error | 0.29%                       | 1                              | 17                           | 850                        |
| Customer Problem   | 0.59%                       | 2                              | 2                            | 353                        |
| Equipment Failure  | 32.65%                      | 111                            | 16,917                       | 1,526,734                  |
| Lightning          | 5.00%                       | 17                             | 4,742                        | 471,940                    |
| Motor Vehicle      | 5.59%                       | 19                             | 5,671                        | 964,074                    |
| Other              | 0.88%                       | 3                              | 268                          | 22,419                     |
| Public             | 4.71%                       | 16                             | 1,576                        | 109,879                    |
| Structure Fire     | 1.18%                       | 4                              | 38                           | 6,616                      |
| Trees              | 25.00%                      | 85                             | 12,813                       | 1,411,644                  |
| Unknown            | 1.76%                       | 6                              | 1,329                        | 231,332                    |
| Weather Related    | 0.59%                       | 2                              | 55                           | 14,734                     |
| Weather/Snow       | 0.00%                       | 0                              | 0                            | 0                          |
| Weather/Ice        | 0.00%                       | 0                              | 0                            | 0                          |
| Weather/Wind       | 4.41%                       | 15                             | 2,441                        | 398,133                    |
| <b>TOTAL</b>       | <b>100.00%</b>              | <b>340</b>                     | <b>47,899</b>                | <b>5,274,887</b>           |

**Proposed Solutions to Identified Problems:**

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

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

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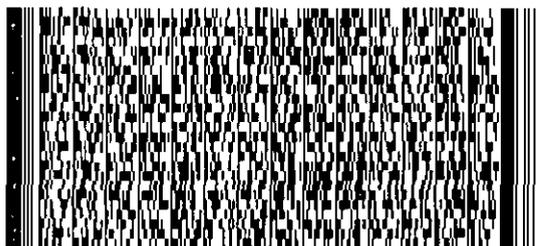
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