



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

May 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 |
|-----------------------------|------------|-------------|------------|
| 12-Month Standard | 256 | 1.12 | 228 |
| 12-Month Benchmark | 140 | 0.83 | 169 |
| 12 months Ended March, 2014 | 84 | 0.70 | 120 |

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

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Raw Data: April 2013 - March 2014

| Month | SI | TCI | TCB | TMCI |
|--------------|------------|---------------|-----------------|------------------|
| 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 | 16 | 1,644 | 61,831 | 116,023 |
| Jan-2014 | 17 | 2,054 | 61,722 | 148,185 |
| Feb-2014 | 13 | 145 | 61,738 | 15,794 |
| Mar-2014 | <u>16</u> | <u>3,561</u> | <u>61,585</u> | <u>493,075</u> |
| TOTAL | 344 | 43,056 | 61,771 * | 5,158,395 |

* 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 March 2014 is 84. This result is 1% lower than results reported through December 2013.

SAIFI

The 12-month rolling SAIFI index decreased 9% from 0.77 in our last quarterly report to 0.70 for the period ending March 2014.

CAIDI

The CAIDI result of 120 for the 12-month reporting period ending March 2014 is up 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 can have considerable impact on these values.

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§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: April 2013 – March 2014

| Cause | % of Total Incidents | Number of Interruptions | Customers Interrupted | Minutes Interrupted |
|--------------------|-----------------------------|--------------------------------|------------------------------|----------------------------|
| Animal | 16.86% | 58 | 835 | 66,017 |
| Company Agent | 0.00% | 0 | 14 | 1,372 |
| Construction Error | 0.29% | 1 | 17 | 850 |
| Customer Problem | 0.58% | 2 | 2 | 353 |
| Equipment Failure | 33.14% | 114 | 14,099 | 1,078,235 |
| Lightning | 4.94% | 17 | 4,742 | 471,940 |
| Motor Vehicle | 6.10% | 21 | 8,353 | 1,181,999 |
| Other | 0.58% | 2 | 265 | 22,038 |
| Public | 3.78% | 13 | 1,408 | 78,295 |
| Structure Fire | 1.45% | 5 | 47 | 10,855 |
| Trees | 24.71% | 85 | 9,446 | 1,602,018 |
| Unknown | 2.03% | 7 | 1,330 | 231,399 |
| Weather Related | 0.58% | 2 | 55 | 14,734 |
| Weather/Snow | 0.00% | 0 | 0 | 0 |
| Weather/Ice | 0.58% | 2 | 2 | 157 |
| Weather/Wind | 4.36% | 15 | 2,441 | 398,133 |
| TOTAL | 100.00% | 344 | 43,056 | 5,158,395 |

Proposed Solutions to Identified Problems:

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