



UGI Utilities, Inc.
2525 North 12th Street
Suite 360
Post Office Box 12677
Reading, PA 19612-2677

1-800-276-2722

VIA E-FILING

August 1, 2014

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

**RE: Quarterly Electric System Reliability Report
12 Months Ending June 30, 2014
Docket Nos. L-00030161 and M-00991220**

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 June 30, 2014 along with the raw data from the same period. Also included is a breakdown of outages by cause for the 12 months ending June 30, 2014. 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 Mr. David Lahoff at (610) 796-3520 or email dlahoff@ugi.com.

Sincerely,

A handwritten signature in blue ink that reads 'Richard E. Gill'.

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

cc: **VIA FEDERAL EXPRESS**

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

John R. Evans
Small Business Advocate
Suite 1102, Commerce Bldg.
300 North Second St.
Harrisburg, PA 17101

Dennis Hosler, Director
Bureau of Audits
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
3rd Floor, F East
Harrisburg, PA 17101

Darren Gill, Deputy Director
Bureau of Technical Utility Services
Commonwealth Keystone Building
3rd Floor
400 North Street
Harrisburg, PA 17120

ELECTRONIC MAIL

Darren Gill, Deputy Director
Bureau of Technical Utility Services
dgill@pa.gov



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

August 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 June, 2014	91	0.72	126

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: July 2013 - June 2014

Month	SI	TCI	TCB	TMCI
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	16	3,561	61,585	493,075
Apr-2014	34	3,052	61,507	240,757
May-2014	32	4,021	61,210	647,778
Jun-2014	<u>21</u>	<u>2,100</u>	<u>61,060</u>	<u>734,190</u>
TOTAL	318	44,519	61,637 *	5,599,653

* 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 June 2014 is 91. This result is 8% higher than results reported through March 2014.

SAIFI

The 12-month rolling SAIFI index increased 3% from 0.70 in our last quarterly report to 0.72 for the period ending June 2014.

CAIDI

The CAIDI result of 126 for the 12-month reporting period ending June 2014 is up 5% 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.

**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: July 2013 – June 2014

Cause	% of Total Incidents	Number of Interruptions	Customers Interrupted	Minutes Interrupted
Animal	16.67%	53	741	55,690
Company Agent	0.00%	0	0	0
Construction Error	0.31%	1	17	850
Customer Problem	0.63%	2	2	300
Equipment Failure	31.76%	101	13,971	1,282,033
Lightning	5.35%	17	4,706	465,218
Motor Vehicle	8.49%	27	8,544	1,215,083
Other	0.63%	2	265	22,038
Public	4.72%	15	3,661	160,288
Structure Fire	2.20%	7	195	20,633
Trees	23.90%	76	10,783	2,094,531
Unknown	3.46%	11	1,435	243,006
Weather Related	0.31%	1	9	6,255
Weather/Snow	0.00%	0	0	0
Weather/Ice	0.63%	2	2	157
Weather/Wind	0.94%	<u>3</u>	<u>188</u>	<u>33,571</u>
TOTAL	100.00%	318	44,519	5,599,653

Proposed Solutions to Identified Problems:

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