

Special Electric Reliability Forum

October 12, 2011

Robert R. Stoyko, Vice President – Northern Region
UGI Utilities, Inc. Electric Division



About UGI Electric Division

**UGI Electric serves predominantly rural
Luzerne and Wyoming Counties.**



Customers:

62,096

Miles of Distribution Line:

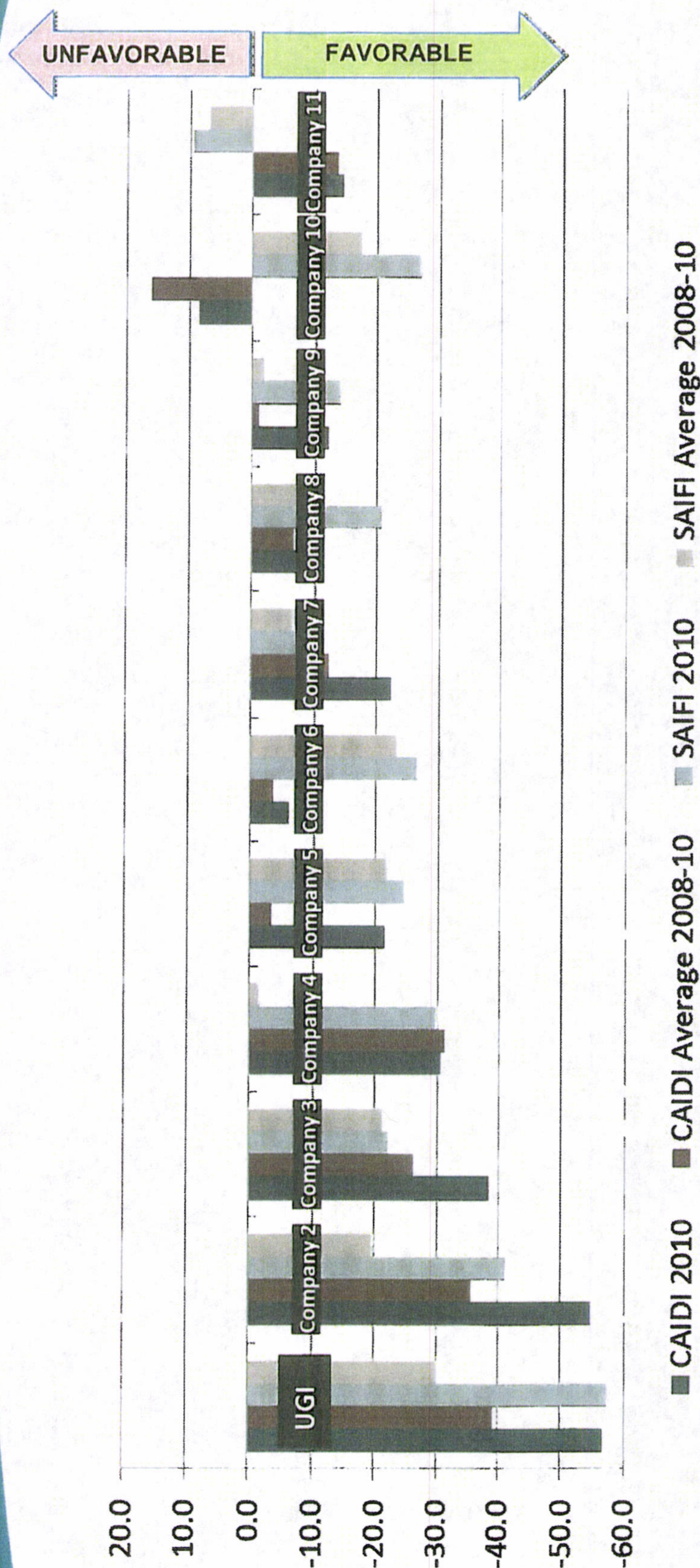
1,991

Miles of Transmission Line:

132



History of Reliability – PUC Electric Reliability Report



- The 2010 CAIDI score for UGI (99) is favorable to the Standard (228) and Benchmark (169).
- The 2010 SAIFI score for UGI (0.48) is favorable to the Standard (1.12) and Benchmark (0.83).
- The 2008-10 average CAIDI score for UGI (113) is favorable to the 3 year Standard (186).
- The 2008-10 average SAIFI score for UGI (0.64) is favorable to the 3 year Standard (0.91).

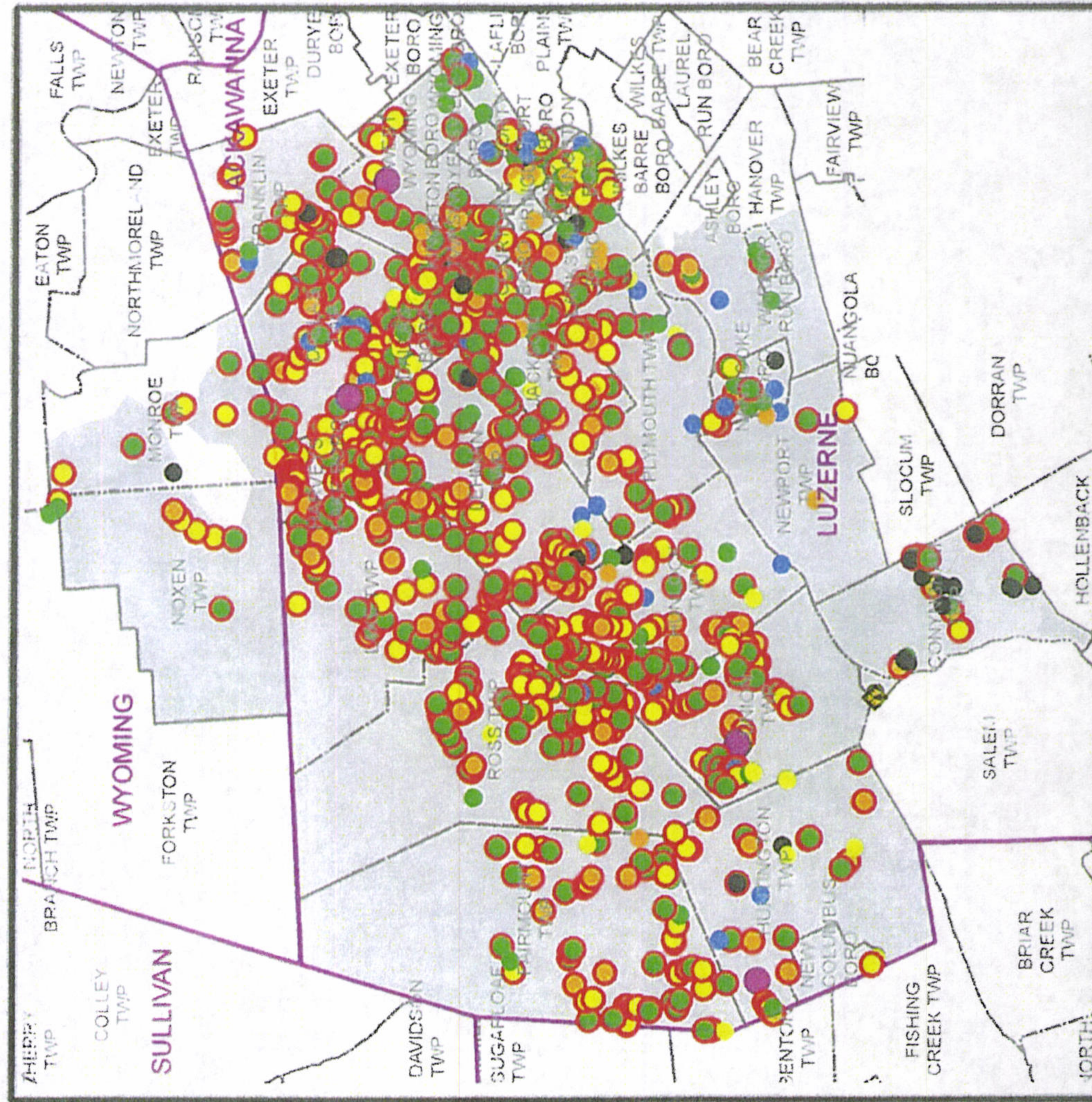
Catastrophic Nature of Hurricane Irene

	Hurricane Irene (8/11)	Storms (6/08)	Hurricane Floyd (1999)
Customers:			
Number Affected	35,975	21,723	11,000
% Affected	58%	35%	18%
Repair Incidents	617	135	**
Outage Cases	318	37	**
Outage duration	10 days	6 days	6 days
Line Clearance Assignments	1,152	265	201*
Spans of Line Repaired / Replaced	1,043	221	**
Poles Replaced	39	5	6
Workers Assigned Total	106	98	70
Workers – UGI	40	29	33

*Estimate.

**Information not available.

Storm Impact on UGI Electric System

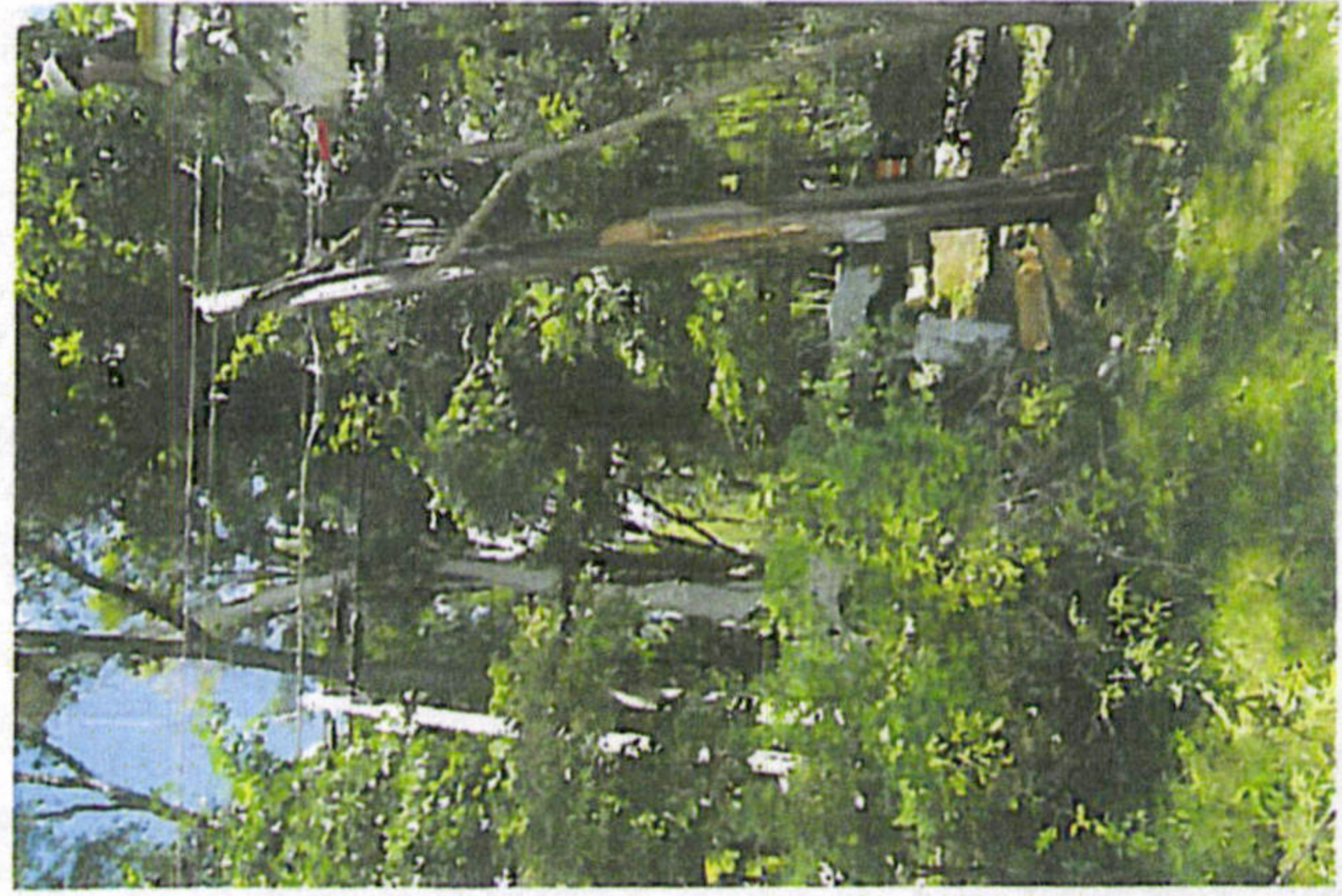


- ## Legend
- ### Outages Call Type
- .FLPWR - Fluctuating Power
 - .IMDNG - Imminent Danger
 - .OTHER - Other
 - .POLDN - Pole Down, No Power
 - .PWDLI - Pole and Wire Down, In Power
 - .PWDLN - Pole and Wire Down, No Power
 - .STFIR - Structure Fire
 - .TWDLI - Tree on Wire, In Power
 - .TWDLN - Tree on Wire, No Power
 - .WDOLI - Wire Down, In Power
 - .WDOLN - Wire Down, No Power
 - .WDORN - Wire Down on Road, No Power
- County Boundary
- UGI Service Territory

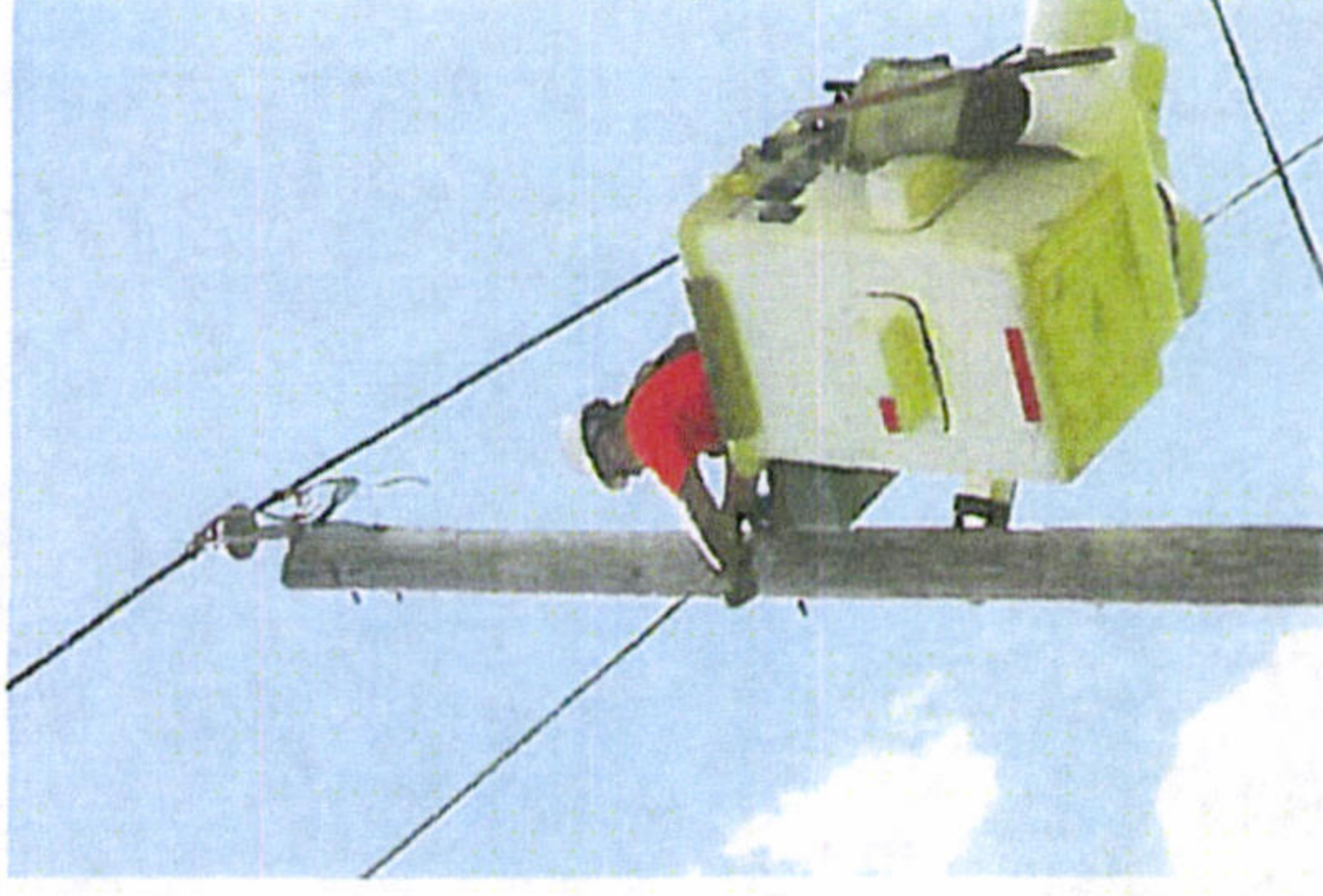
Examples of Damage to UGI Service Territory



Examples of Damage to UGI Service Territory



Examples of Damage to UGI Service Territory



UGI
UTILITIES, INC.

Storm Response Planning Timeline

Date Initiated

- | | |
|--|-----------|
| ☐ Weather Forecast Assessment | August 23 |
| ☐ Resource Additions Explored | |
| – UGI Line Contractor | August 23 |
| – MAMA Participation | August 23 |
| ☐ Preliminary Assessment / Planning | August 25 |
| ☐ Local Emergency Management Outreach | August 26 |
| ☐ Major Planning Meeting /
Emergency Plan Implementation | August 26 |
| ☐ Inventory Review and Staging | August 26 |

System Impact and Prioritization

UGI Service Territory

Hurricane Irene
August 28th, 2011

Affected Customers
35,975

Transmission Outages
5-66kV (38%)

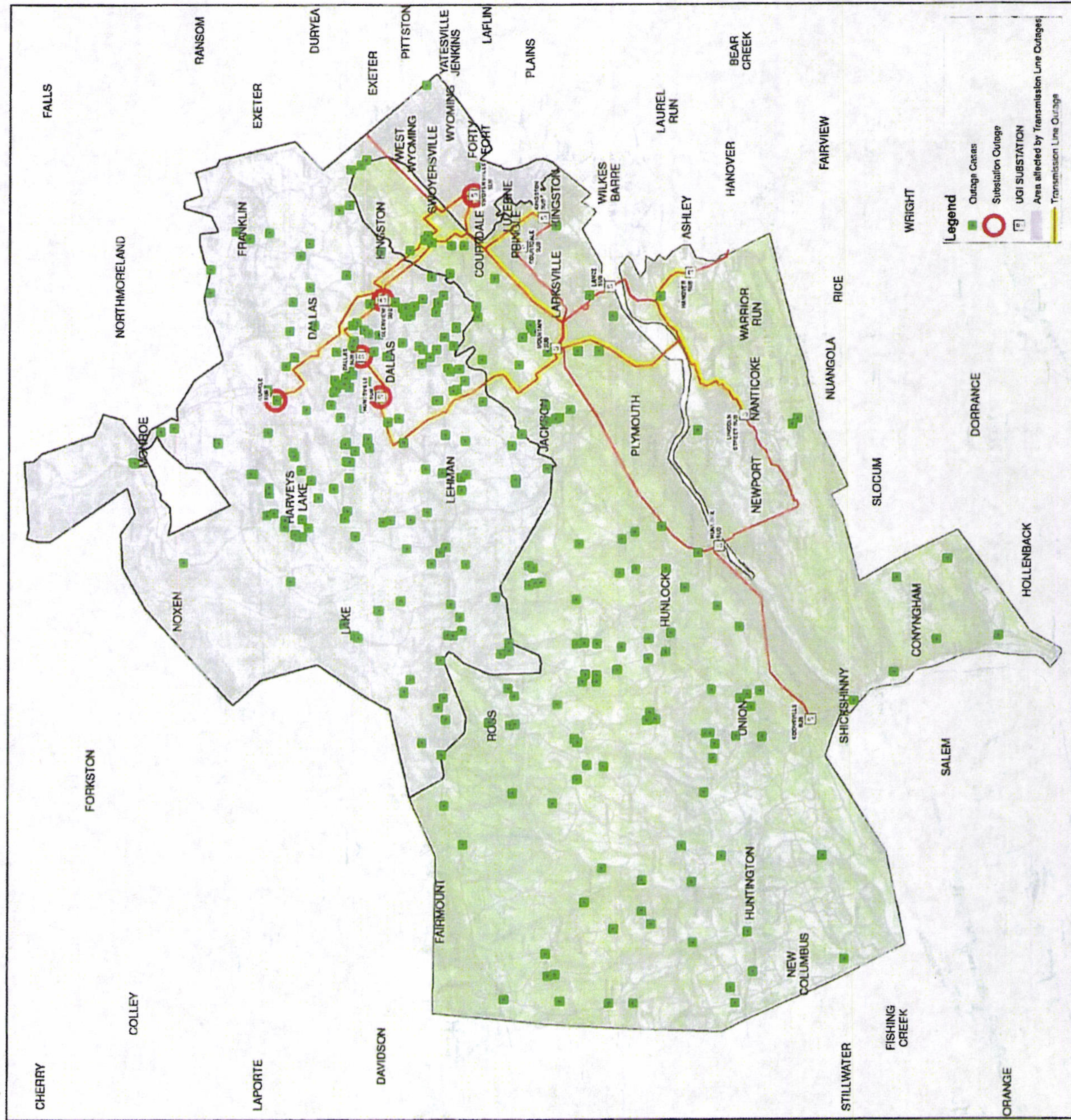
Substation Outages
5-66kV (42%)

Outage Cases
318

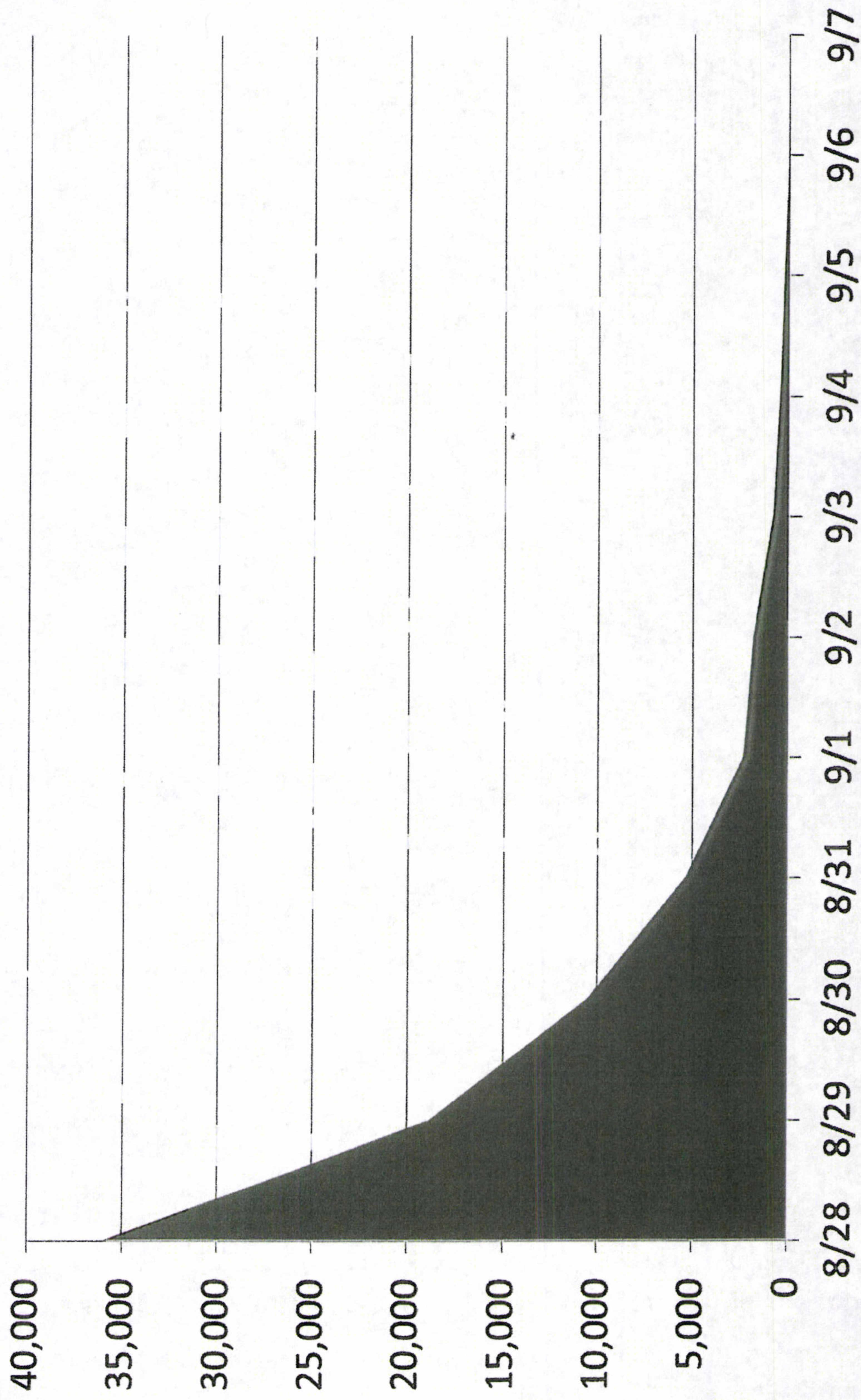
Repair Incidents
617

Spans of Wire Repaired
1,043

Line Clearance Assignments
1,152



Service Restoration Timeline



*95% of affected customers restored within 5 days



Customer Communications and Outreach

- Multiple daily Public Service Announcements
- Daily UGI website updates
- Daily Facebook updates
- Public meeting with over 100 customers
- Outbound customer calls
- Donations to various non-profit agencies
- Coordinated effort with Red Cross, Salvation Army and others



FOR MORE INFORMATION

Call 800-451-1111

or visit us online at

www.ugi.com

or call 800-451-1111

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Lessons Learned: What Went Well

- ❑ Tireless efforts from efficient and productive field crews made up of experienced and skilled work force
- ❑ Effective scheduling and staging of pole setting contractor, tree crews and repair crews
- ❑ Successful field trial with laptops containing outage and mapping data
- ❑ Face-to-face customer meeting to personally address customer concerns

Lessons Learned

- ❑ Tools
 - Install Already-Budgeted Outage Management System
- ❑ Planning
 - Contractor Resources
- ❑ Response and Outreach
 - Communications
 - Outreach Timing