



# Montana-Dakota Utilities Co.

A Subsidiary of MDU Resources Group, Inc.

400 N 4<sup>th</sup> Street  
Bismarck, ND 58501

## State of Wyoming Electric Rate Schedule

W.P.S.C. Tariff No. 1  
Original Sheet No. 167

### SERVICE INTERRUPTION REPORTING PLAN Rate 106

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The following sets forth the Company's Service Interruption Reporting Plan as required in Chapter 3, Section 27-28 of the Wyoming Public Service Commission's (Commission) Rules applicable to service provided by the Company in its Wyoming service territories.

#### A. Definitions of Service Interruptions:

##### 1. Major Service Interruption shall be defined as:

- a. An event that results in estimated property damage of at least \$50,000;
- b. An event that results in death, in-patient hospitalization, damage to the Company's property which substantially affects service to the public or is otherwise significant in the judgement of the Company;
- c. A sustained single feeder outage of two hours or longer to the lesser of 500 customers or 50 percent of the customers served;
- d. The loss of service to a distribution substation feeder or;
- e. Any service interruption which affects twenty five (25) or more customers for eight (8) hours or longer.

Minor Service Interruption shall be defined as any sustained service interruption which affects at least one customer and is not defined as a Reportable Incident.

##### 2. Scheduled Service Interruption shall be defined as:

- a. Any service interruption scheduled by the Company which is expected to last four (4) hours or longer, or
- b. Any sustained service interruption scheduled by the Company which is expected to affect twenty-five (25) or more customers.

Sustained Reportable Incident shall be defined as any service interruption lasting more than five (5) minutes.

#### B. Customer Notification Requirements:

- 1. Reasonable effort will be made to notify affected customers at least forty-

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eight (48) hours prior to a Scheduled Service Interruption. Scheduled Service Interruptions that will occur on a Monday will require customer notification on the previous Thursday.

2. In the event of an emergency causing the Company to take a Scheduled Service Interruption in less than forty-eight (48) hours, customers will be notified as soon as practical.

#### C. Commission Notification Requirements:

##### 1. Scheduled Service Interruption:

- a. The Commission will be notified at least forty-eight (48) hours prior to a Scheduled Service Interruption. Scheduled Service Interruptions that will occur on a Monday will require Commission notification on the previous Thursday.
- b. In the event of an emergency causing the Company to take a Scheduled Service Interruption in less than forty-eight (48) hours, the Commission will be notified as soon as practical.

##### 2. Nonscheduled Service Interruption:

- a. The Commission will be notified within two (2) hours of the known commencement of a Reportable Incident using the Commission's Service Interruption Reporting Telephone number (SIRT). Within 24 hours, the Company will follow up with an email report in conformance with Chapter 3, Section 27(f) of the Commission's Rules.
- b. Reports to the Commission shall include, but not be limited to:
  - i. Location and geographic extent;
  - ii. Damage assessment, explaining the risks and likely effects on the public, the utility's customers, other utilities and telecommunications services;
  - iii. Date and time the service interruption began;
  - iv. Number of customers or individuals affected;
  - v. Cause, if known;

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- vi. Estimated time of service restoration and basis for estimate;
- vii. Any deaths or injuries;
- viii. Efforts being undertaken to restore service;
- ix. Efforts being undertaken to assist affected individuals;
- x. Other governmental agencies notified;
- xi. Contact information for reporting individual(s)
- xii. If the event is ongoing, the time interval until the Commission will be updated; and
- xiii. Any other information that may be necessary to assess threats or damage.

#### D. Commission Reporting Requirements:

1. Quarterly reports of all Service Interruptions greater than five minutes other than meter testing or change outs will be filed with the Commission within 30 days after the end of each calendar quarter in conformance with Chapter 3, Section 28 of the Commission's Rules.
2. These records shall be retained by the Company for a minimum of six years.
3. The Company shall annually review its Service Interruption Reporting Plan with any proposed modifications and definitions of major or minor service interruptions specific to the utility's system, filed with the Commission by May 1. If, after the Company's review, there is no change to the Service Interruption Reporting Plan, the Company shall so notify the Commission by letter by May 1.

#### E. Reportable Incident Contact Information:

1. The Company shall submit a list of contact personnel (names and phone numbers) to be contacted during a Major Reportable Incident.

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2. The contact list shall be reviewed by Montana-Dakota and updated when necessary. The Company will also confirm the list remains current by notifying the Commission by January 1 and July 1 of each calendar year.

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