



Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street
Bismarck, ND 58501

State of Wyoming Gas Rate Schedule

W.P.S.C. Tariff No. 8
Original Sheet No. 180

SERVICE INTERRUPTION REPORTING PLAN Rate 137

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

- A. The Company shall make all reasonable efforts to avoid interruptions of service and, when interruptions occur, the Company shall re-establish service in a timely and safe manner.
- B. The Company shall submit a written, confidential list of contact names and telephone numbers to be used when a service interruption occurs. The list shall:
 - 1. Be resubmitted each January and July, whether or not the contact person(s) have changed since the last submittal
 - 2. Be updated as soon as a contact changes;
 - 3. Include contact information to communicate with individuals who are knowledgeable about service interruptions, the estimated duration and the possible causes of service interruptions; and
 - 4. Include contact information to communicate with individual(s) who are available to confer with the Commission at all times.
- C. The Company shall notify the Commission of all planned major service interruptions at least 48 hours in advance, except in emergencies.
- D. The Company shall make reasonable effort to provide affected customers two business days' notice of a planned service interruption.
- E. The Company shall make reasonable efforts to establish mutual aid agreements with other entities to assist in the recovery of large scale service interruptions, natural disasters or other significant events.

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F. Definitions of Major Service Interruptions – Reportable incidents that will or are likely to produce significant detrimental effects to customers, facilities or public safety shall be reported to the Commission within two hours of the incident by contacting the Commission’s Service Interruption Reporting Telephone (SIRT) number. Reportable Incident shall be defined as:

1. An event that causes loss to the operator or others and results in:
 - a. Estimated property damage of at least \$50,000;
 - b. 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;
2. Any incident reportable to the National Response Center:
 - a. An event that involves a release of gas from a pipeline, or of liquefied natural gas, liquefied petroleum gas, refrigerant gas or gas from an LNG facility, and that results in one or more of the following:
 - i. A death, or personal injury necessitating in-patient hospitalization;
 - ii. Estimated property damage of \$50,000 or more, including loss to the operator and others, or both, but excluding cost of gas lost; or
 - iii. Unintentional estimated gas loss of three million cubic feet or more.
 - b. An event that results in an emergency shutdown of an LNG facility. Activation of an emergency shutdown system for reasons other than an actual emergency does not constitute an incident.
3. Any service interruption, planned or otherwise occurring, that results in:
 - a. Loss of service to 25 gas meters or customers, whichever is greater;
 - b. An evacuation that displaces 25 people or more.

G. Commission Notification Requirements:

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1. 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 or as otherwise directed by the Commission.
2. Reports to the Commission shall include, but not be limited to:
 - a. Location and geographic extent;
 - b. Damage assessment, explaining the risks and likely effects on the public, the utility's customers, other utilities and telecommunications services;
 - c. Date and time the service interruption began;
 - d. Number of customers or individuals affected;
 - e. Cause, if known;
 - f. Estimated time of service restoration and basis for estimate;
 - g. Any deaths or injuries;
 - h. Efforts being undertaken to restore service;
 - i. Efforts being undertaken to assist affected individuals;
 - j. Other governmental agencies notified;
 - k. Contact information for reporting individual(s);
 - l. If the event is ongoing, the time interval until the Commission will be updated; and
 - m. Any other information that may be necessary to assess threats or damage.

H. Commission Reporting Requirements:

1. Quarterly reports of all Service Interruptions, 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 Section 28 of the Wyoming Public Service Commission's Rules.

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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.

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