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**From:** Sederquist, Dave

**Sent:** Wednesday, November 23, 2011 11:29 AM

**To:** 'Anthony T. Clark ([tclark@state.nd.us](mailto:tclark@state.nd.us))'; 'Kevin Cramer ([kcramer@state.nd.us](mailto:kcramer@state.nd.us))'; 'Kalk, Brian P.'

**Cc:** 'Sheldon, Scott F.'; 'Jerry Lein ([jlein@nd.gov](mailto:jlein@nd.gov))'; 'Illona A. Jeffcoat-Sacco ([ijeffcoatsacco@state.nd.us](mailto:ijeffcoatsacco@state.nd.us))'; 'Diller, Michael R.'; 'Gruman, Mark E.'

**Subject:** RE: Xcel Energy outages in Minot

Commissioners and Staff,

Please forgive me for an erroneous statement in yesterday's Minot update (below). I had indicated that Verendrye Electric was serving approximately 100 FEMA trailers, and that these were located primarily in their FEMA group site. In fact, VEC is serving just under 600 trailers at the Virgil Workman group site. They are serving roughly 100 trailers dispersed throughout residential areas. We are serving approximately 1,000 trailers in these residential neighborhoods, and we are currently serving about 90 FEMA trailers in 3 different group sites.

I wanted to be clear on this as the distribution of trailers between private owned lots (essentially the yards and driveways of many flood-impacted homes) and group sites is relevant in terms of understanding why certain transformers became overloaded. The utility infrastructure serving group sites is tailored more to the larger loads while that serving the residential loads was generally designed for loads much lower than what these trailers and space heating in the homes being renovated are placing on the system.

Thanks.

**Dave Sederquist**

**Xcel Energy**

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**From:** Sederquist, Dave

**Sent:** Tuesday, November 22, 2011 4:39 PM

**To:** Anthony T. Clark ([tclark@state.nd.us](mailto:tclark@state.nd.us)); Kevin Cramer ([kcramer@state.nd.us](mailto:kcramer@state.nd.us)); 'Kalk, Brian P.'

**Cc:** 'Sheldon, Scott F.'; Jerry Lein ([jlein@nd.gov](mailto:jlein@nd.gov)); Illona A. Jeffcoat-Sacco ([ijeffcoatsacco@state.nd.us](mailto:ijeffcoatsacco@state.nd.us)); Diller, Michael R.; Gruman, Mark E.

**Subject:** Xcel Energy outages in Minot

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Email update on erroneous statement re Minot power outage  
Northern States Power Company

Dear Commissioners, Staff,

I wanted to provide you with an update regarding the situation in Minot where we recently experienced six isolated outages related to providing service to flood affected neighborhoods. In the residential areas of Minot where Xcel Energy has a higher concentration of FEMA trailers, we experienced these outages from Nov. 16<sup>th</sup> to Nov. 18<sup>th</sup> due to transformers being overloaded by electric heating loads for both the trailers and the flooded

homes now being refurbished. These outages impacted 105 customers. We have not had any outages in the Burlington FEMA "group site" we serve. The deployment of 1,100 trailers to Minot has been one of the largest and most northerly ever by FEMA and it is apparent now that when FEMA initially met with us regarding the anticipated winter load requirements for these trailers, they underestimated the expected usage. We are serving over 90%, or about 1,000, of these trailers. They are equipped with electric heating systems and using electric heat tape (to prevent plumbing system freezing). Local television coverage recently reported frozen pipes on FEMA trailers; however, the outages that occurred where our transformers were overloaded did not result in any frozen pipes.

We have replaced the failed transformers, generally of the 15 kVa and 25 kVa size, with larger 50 kVa transformers. Our Minot design and construction resources are engaged in a high-level assessment of the area transformers serving FEMA trailers to determining what proactive steps should be taken. Our engineering area is also reviewing system maps to assess the potential risks during extremely cold weather. During this review period, the near term forecast is for warmer than normal temperatures. You may be interested in knowing that the other approximately 100 trailers are being served by Verendrye Electric Cooperative, primarily in a group site constructed specifically for FEMA (similar to the group sites, like Burlington, that we serve).

Since our loads in these FEMA-assisted areas have been much higher than what was anticipated, we are expecting this will also create unusually high bills in the coming months. We are looking at what we can do to assist FEMA customers with the inevitable billing challenges that lie ahead this winter. Kathy Aas, our community relations manager in Minot, has visited with Ward County Social Services to determine how we can work together to communicate with citizens who may be eligible for fuel assistance. Kathy shared Xcel Energy's concern about high energy bills for those citizens in FEMA trailers. She also visited with Jason Zimmerman, Flood Recovery Coordinator, to assist with getting the appropriate messaging on websites, such as Facebook, to encourage citizens to apply for assistance. She asked Zimmerman to check with FEMA representatives to see if the citizens living in FEMA trailers are allowed to utilize weather stripping and other energy efficiency measures to help reduce their energy consumption and lower their bills. We will explore further opportunities to partner with FEMA, the ND Dept. of Commerce, and potentially your office to identify and develop weatherization options and other assistance for these customers.

I will provide further updates as needed, but feel free to direct any questions you may have to me at any time. Thanks.

**Dave Sederquist**  
**Xcel Energy**  
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