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April 27, 2021

Steve Kahl
Director of Administration/Executive Secretary
North Dakota Public Service Commission
State Capitol
600 East Boulevard, Dept. 408
Bismarck, ND 58505-0408

**RE: In the Matter of Notifying the Commission of Otter Tail Power Company's
Major Service Interruptions - Annual Summary for 2020
Case No. PU-21-**

Dear Mr. Kahl:

Enclosed please find Otter Tail Power Company's Annual Summary of North Dakota Major Service Interruptions for the 2020 calendar year.

An electronic copy of this Summary is also being sent to the North Dakota Public Service Commission at ndpsc@nd.gov.

If you have any questions regarding this filing, please contact me at 218-739-8699 or at wolson@otpc.com.

Sincerely,

/s/ WENDIA A. OLSON
Wendi A. Olson
Regulatory Compliance Specialist

cjh
Enclosures
By electronic filing and First-Class mail

**Otter Tail Power Company
Major Service Interruptions – Annual Summary
(Outage Report)
For the year 2020**

Background

In August 2005, Otter Tail Power Company (Otter Tail) agreed to provide the North Dakota Public Service Commission with service interruption information that entailed interruptions within North Dakota (ND) affecting 500 or more customers for one hour or more.

Annual Summary - 2020

In 2020, there were 19 interruptions that met the reporting criteria described above or were considered significant enough to be reported. Each interruption is described below.

1. January 5, 2020 - Anamoose and Drake

There were 602 customers in the communities of Anamoose and Drake that were affected by a service interruption on January 5, 2020. The interruption was approximately 1 hour and 15 minutes long from 4:31 a.m. to 5:46 a.m. A storm with high winds rolled through this area causing an insulator to brake on the transmission line. The insulator appeared to have been previously damaged by lightning.

2. January 20, 2020 - Jamestown

Customers in Jamestown were without power for approximately 4 hours and 7 minutes from 6:50 p.m. to 10:57 p.m. on January 20, 2020 affecting 523 customers. This interruption was caused by a fault to the underground feeder coming out of the substation.

3. January 22, 2020 - Jamestown

On January 22, 2020 at 9:57 p.m., customers in Jamestown experienced a service interruption. This interruption was caused by an underground cable failure. Power was restored at 10:37 p.m. (40 minutes) to 708 customers (Jamestown Downtown Southwest Feeder) and the remaining 523 customers (Jamestown Southwest North Feeder) had their power restored at 12:22 a.m. on January 23, 2020 (2 hours and 25 minutes).

4. May 5, 2020 - Jamestown

On May 5, 2020, customers in Jamestown experienced a service interruption that affected approximately 1,550 customers. Service was out for 1 hour and 12 minutes from 7:40 p.m. to 8:52 p.m. Rain caused a burnt switch-arm and the top of a power pole fell into a distribution line.

5. May 6, 2020 – Garrison (PLANNED)

Approximately 966 customers in the Garrison area were affected by a planned service interruption on May 6, 2020. The interruption was approximately 1 hour and 20 minutes long from 6:59 a.m. to 8:19 a.m. This planned service interruption was needed to change out equipment.

6. June 7, 2020 - Southeastern North Dakota

Several communities were without power starting mid-evening on June 7, 2020 into the night of June 8, 2020. A storm with high winds, hail, lightning, and downed trees was the cause of this service interruption. A breakdown of the interruption details is included in the table below.

Where	Interruption Date/Time	Restoration Date/Time	Duration	Customer Count
Courtenay-Wimbledon	June 7, 2020 8:13 p.m.	June 8, 2020 1:54 a.m.	5 hr 41 min	324
Buffalo	June 7, 2020 9:13 p.m.	June 8, 2020 2:00 a.m.	4 hr 47 min	246
Rogers-Leal and rural	June 7, 2020 8:06 p.m.	June 8, 2020 12:11 a.m.	4 hr 5 min	23
Galesburg- Clifford	June 7, 2020 9:17 p.m.	June 8, 2020 12:34 a.m.	3 hr 17 min	173
Colgate Feeder	June 7, 2020 9:17 p.m.	June 8, 2020 12:34 a.m.	3 hr 17 min	45
Amenia	June 7, 2020 9:55 p.m.	June 8, 2020 12:41 a.m.	2 hr 46 min	70
Enderlin-115kv	June 8, 2020 2:02 a.m.	June 8, 2020 4:35 a.m.	2 hr 33 min	124
Courtenay Wimbledon	June 8, 2020 1:56 a.m.	June 8, 2020 3:10 a.m.	1 hr 16 min	324
Binford-Jesse	June 8, 2020 12:33 a.m.	June 8, 2020 1:35 a.m.	1 hr 2 min	197
Cooperstown	June 8, 2020 12:32 a.m.	June 8, 2020 1:35 a.m.	1 hr 3 min	1264
Cooperstown North Feeder	June 8, 2020 12:34 a.m.	June 8, 2020 1:35 a.m.	1 hr 1 min	266
Casselton	June 7, 2020 9:46 p.m.	June 7, 2020 11:30 p.m.	1 hr 43 min	22
Hannaford	June 8, 2020 12:33 a.m.	June 8, 2020 1:35 a.m.	1 hr 2 min	168
Dazey	June 8, 2020 12:33 a.m.	June 8, 2020 1:35 a.m.	1 hr 2 min	65
Fingal- Rural	June 7, 2020 8:54 p.m.	June 7, 2020 10:57 p.m.	2 hr 3 min	277
Rogers- Leal	June 8, 2020 12:32 a.m.	June 8, 2020 1:35 a.m.	1 hr 3 min	53
Walum-Karnak-Sibley-Luverne	June 8, 2020 12:34 a.m.	June 8, 2020 1:35 a.m.	1 hr 1 min	113

7. June 9, 2020 - Wahpeton

Wahpeton customers were affected by a service interruption on June 9, 2020. This interruption was the result of straight-line winds which blew several trees down across lines either causing the poles to snap or the cross-arms to strip off. A breakdown of the interruption details at Feeder level is included in the table below.

Where	Interruption Date/Time	Restoration Date/Time	Duration	Customer Count
Wahpeton	June 9, 2020 2:02 a.m.	June 9, 2020 8:42 a.m.	6 hr 39 min	541
Wahpeton	June 9, 2020 2:02 a.m.	June 9, 2020 3:18 a.m.	1 hr 14 min	1521
Wahpeton	June 9, 2020 2:02 a.m.	June 9, 2020 3:30 a.m.	1 hr 27 min	14
Wahpeton	June 9, 2020 2:02 a.m.	June 9, 2020 7:22 a.m.	5 hr 18 min	123

8. June 29, 2020 - Wimbledon and Kensal

On June 29, 2020, customers in Wimbledon and Kensal experienced a service interruption that affected approximately 562 customers. Service was out for 4 hours and 22 minutes from 2:54 a.m. to 7:16 a.m. A pole burned in half as a result of a storm that rolled through this area. Crews were called out to set a new pole.

9. June 30, 2020 - Jamestown

Customers in our Jamestown service area experienced a service interruption that affected approximately 6,068 customers on June 30, 2020. The cause of this interruption was a storm related fault on the Jamestown to Buffalo line which caused equipment failure at our Jamestown Substation north of Jamestown. The power was out for approximately 1 hour and 9 minutes. It went out at 9:34 p.m. and was restored at approximately 10:43 p.m.

10. July 4, 2020 - Lisbon

On July 4, 2020, approximately 562 customers in Lisbon experienced a service interruption due to a storm that downed numerous large trees and power lines. The power went out at 4:43 p.m. on July 4, 2020 and the majority of the customers had their power restored by approximately 6:00 p.m. that same day (1 hour and 17 minutes). The Veteran's home and a few residential customers' power was not restored until 2:49 a.m. on July 5, 2020 (10 hours and 6 minutes). A pole needed to be replaced to restore power to the small group that endured the 10-hour interruption. The Veteran's home operated a generator during this interruption.

11. July 9, 2020 - Wahpeton and Surrounding Communities

Portions of Wahpeton and the communities of Abercrombie, Guchutt and Dwight experienced a service interruption on July 9, 2020. The interruption started at 12:53 a.m. affecting approximately 1282 customers. The 898 customers in Wahpeton had their power restored at 1:58 a.m. (1 hour and 5 minutes). Abercrombie's 230 customers' power was restored at 2:02 a.m. (1 hour and 9 minutes) and Gulchutt and Dwight's 154 customers' power was restored at 2:32 a.m. (1 hour and 39 minutes). This interruption was caused by straight line winds that damaged trees and power poles. Otter Tail had four poles on the 41.6 kV line between Wahpeton and Dwight snap off.

12. July 16, 2020 - Devils Lake (PLANNED)

On July 16, 2020, approximately 581 Devils Lake customers experienced a service interruption. This was a planned outage to replace an underground junction box as part of routine maintenance. The power was out for 1 hour and 33 minutes from 4:00 a.m. to 5:33 a.m.

13. July 22, 2020 - Cooperstown (PLANNED)

Otter Tail interrupted service in Cooperstown on July 22, 2020 to install interrupters on the two transmission switches at Cooperstown. Approximately 640 customers were without power from 2:30 p.m. until 4:00 p.m. (1 hour and 30 minutes) to allow Otter Tail to perform this installation.

14. July 17, 2020 - Rugby

On July 17, 2020, there were 1074 Rugby customers that experienced a 2 hour and 11-minute service interruption from 2:53 p.m. to 5:04 p.m. This interruption was caused by a storm with high winds, lightning, and heavy rain. A lightning strike put a hole in a transformer.

15. August 20, 2020 - Pembina and Neche

On August 20, 2020 at 1:49 a.m., the communities of Pembina and Neche experienced a service interruption due to a storm with high winds. To get power restored, an insulator needed to be replaced on the transmission line. Neche's 364 customers' power was restored at 3:35 a.m. (1 hour and 46 minutes) and the Pembina's 283 customers' power was restored at 6:32 a.m. (4 hours and 43 minutes).

16. September 27, 2020 - Jamestown

On September 27, 2020, Jamestown had 2,535 customers that experienced a 1 hour and 10-minute service interruption from 1:57 p.m. until 3:07 p.m. This interruption was caused by a failed disconnect and insulator at our Jamestown Peaking Plant.

17. October 13, 2020 - Minto and Surrounding Communities

Otter Tail had 1112 customers in Minto and the surrounding communities that experienced a service interruption on October 13, 2020 at 5:13 a.m. Service was restored to approximately 730 customers in Forest River, Gilby, Ardoch, Ardoch Beet Dump and Minto at 6:23 a.m. (1 hour and 10 minutes) and the remaining 382 customers in Fordville and Inkster had their power restored at 10:30 a.m. (5 hours and 17 minutes). The cause of this service interruption was a bad insulator that burnt down a pole.

18. October 14, 2020 – Fordville, Gilby and Inkster

On October 14, 2020, 502 customers in Fordville, Gilby, and Inkster experienced a service interruption for 1 hour and 5 minutes. The power went out at 5:04 a.m. and was restored at 6:09 a.m. This service interruption was caused by a pole fire due to tracking on an insulator.

19. December 9, 2020 – Wilton (PLANNED)

On December 9, 2020, Otter Tail replaced bypasses and arresters to improve service quality in the Wilton community. There were 700 Wilton customers without power from 3:30 p.m. until 4:50 p.m. (1 hour and 10 minutes).