

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**Public Service Commission
Standards of Service - Electric
Rulemaking**

Case No. PU-21-360

69-09-02-06. Continuity of Service.

1. An electric public utility is responsible for ensuring reliable service.
- 4.2. Each utility shall make every reasonable effort to prevent interruptions of service, and when such interruptions occur shall endeavor to reestablish service within the shortest possible time. Whenever the service is necessarily interrupted or curtailed for the purpose of working on equipment, it shall be done at a time which, if at all practicable, will cause the least inconvenience to customers, except in cases of emergency.
- 2.3. Each utility shall keep a record of all interruptions to service affecting the entire distribution system of any single community or an important division of a community, and include in the record the date and time of interruption, the date and time service was restored, and, if known, the cause of each interruption. Service interruption records shall be kept for a period of six years
4. If an electric public utility fails to meet its obligation to provide reliable service to customers, the commission may require action, assess disallowances or fines, or provide a penalty. A penalty, disallowance or fine, or action shall take into consideration the nature, circumstances, and gravity of the violation, degree of culpability, history of prior service interruptions, and good faith attempts to ensure reliability.
5. By May 1 each year, each electric public utility shall file with the Commission the records required by this section. The commission may at any time, upon notice to the electric public utility, require a filing of the records required by this section for a specified time period or specific interruption.
6. Each electric public utility shall include in its annual May 1 filing, reliability statistics for the previous calendar year including Institute of Electrical and Electronics Engineers Standard 1366 indices system average interruption frequency index (SAIFI), system average interruption duration index (SAIDI), Customer average interruption duration index (CAIDI), Each utility shall include with this filing the datapoints used to calculate each of the above indices and a detailed breakdown of

each major event day (MED). These statistics will be compiled by each electric public utility for its North Dakota distribution system.

General Authority: NDCC 49-02-11

Law Implemented: NDCC 49-02-11, 49-05-19