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July 30, 2021

North Dakota Public Service Commission
600 E. Boulevard Avenue
Department 408
Bismarck, ND 58505-0480

RE: City of Mayville Power Outage

Dear Sir and Madam:

On Friday, June 4, 2021, the majority of electric utility customers located in the city of Mayville were impacted by a power outage. The outage expanded to nearly all residents on Saturday June 5, 2021 and continued through Sunday, June 6, 2021. The city of Mayville is supplied power by Xcel Energy.

It was later determined that the outage was caused by a transformer failure at a substation. Many residents were without power for over two days on a weekend with temperatures reading 100 degrees or more. During this time, Mayville residents received very little communication from the utility provider advising as to when it was anticipated power would be restored. In fact, Xcel also failed to communicate with the county emergency response team.

Although the City recognizes that equipment failures happen, there is also an expectation that the utility provider will be adequately prepared to manage its equipment failures. It was clear that the utility provider did not have trained staff in the vicinity to diagnose the outage issue, nor did they have the required replacement equipment readily available. It is our understanding that crews and equipment had to be supplied from the Minneapolis area which led to further unnecessary delays in restoring power.

Although the City acknowledges that the outage occurred on a weekend, it is expected that the utility's communication with the City remains timely and appropriate. The lack of communication with regard to the June 5, 2021 incident led to unnecessary damages, especially at our local grocery store which suffered a significant inventory loss.

1 PU-21-451 Filed 07/30/2021 Pages: 2
Informal Complaint - Letter regarding Mayville power outage
City of Mayville
Cassie Tostenson, Nilson Brand Law

4133 30th Ave S #100 • Fargo, ND 58104
36 Main St W • Mayville, ND 58257
Phone: (701) 786-6040 Fax: (701) 997-0870

The City of Mayville respectfully requests that the Public Service Commission accept this letter as an informal complaint and that it investigate Xcel Energy's management of their utility systems in the City of Mayville.

Should you require any additional information regarding this letter or have questions, do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Cassie J. Tostenson". The signature is written in a cursive style with a large initial "C" and a distinct "J" before the last name.

Cassie J. Tostenson
Attorney for the City of Mayville
NILSON BRAND LAW

Enclosure(s)
cc: City of Mayville (email only)