

# Memorandum

To: Commissioners Christmann, Fedorchak and Kroshus

From: Victor Schock Public Utility Analyst *VS*

Date: January 25, 2022

Re: Public Service Commission, Mayville Outages, Investigation,  
Case No. PU-21-451

On July 20, 2021, the Commission received a letter from the City of Mayville, ND requesting an investigation of the management of Northern States Power Company's (NSP) utility systems in the City of Mayville. The letter stemmed from a series of outages that impacted Mayville and Portland between June 4<sup>th</sup> and 6<sup>th</sup>, 2021.

On November 30, 2021, staff filed a Memo detailing the timeline and specific actions taken by NSP during the outages. The Memo indicated that Staff believes NSP's communications during the outages were adequate, but suggested making better attempts to contact key city and county officials during future incidents. Additionally, Staff raised concerns about NSP's transformer testing procedures and recommended the Commission hear more about NSP's communication and transformer testing procedures during an Informal Hearing.

On January 11, 2022, the Commission discussed these matters with NSP and Staff during an Informal Hearing

During the Informal Hearing NSP acknowledged the issues with its communication and transformer testing procedures during and prior to the outages. NSP committed to developing a Mayville specific communication plan that will be used for future outage scenarios in the area. NSP also provided details of a new software program which was launched in July of 2021 that is utilized for lab test results. The new software 'TAHA' will ensure that someone reviews and responds to every report with elevated levels of dissolved gasses, which would indicate an actionable issue within 3 days.

Staff believes NSP's communication and TAHA software are reasonable actions and will serve to minimize future incidents of this nature. Based on this and the details contained within the case, Staff recommends closure of this investigation.

c. Dave Sederquist