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April 14, 2022

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 2021  
Case No. PU-22-**

Dear Mr. Kahl:

Enclosed please find Otter Tail Power Company's Annual Summary of North Dakota Major Service Interruptions for the 2021 calendar year.

An electronic copy of this Summary is also being sent to the North Dakota Public Service Commission at [ndpsc@nd.gov](mailto:ndpsc@nd.gov).

If you have any questions regarding this filing, please contact me at 218-739-8699 or at [wolson@otpc.com](mailto:wolson@otpc.com).

Sincerely,

*/s/ WENDI A. OLSON*  
Wendi A. Olson  
Regulatory Compliance Specialist

tlk  
Enclosures  
By electronic filing and First-Class mail

**Otter Tail Power Company  
Major Service Interruptions – Annual Summary  
(Outage Report)  
For the year 2021**

**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 - 2021**

In 2021, there were 14 interruptions that met the reporting criteria described above or were considered significant enough to be reported. Each interruption is described below.

**1. February 2, 2021 – Communities south of Langdon**

There were 577 customers in the communities of Nekoma, Osabrock, Adams, Milton, Edmore, Lawson, and Fairdale that were affected by a service interruption on February 2, 2021. All 577 customers lost their service at 6:41 a.m. The duration of this interruption varied for these communities as described in the table below. This interruption was caused by an insulator on the 41.6 kV line near Fairdale that broke in part due to heavy frost on the lines and the wind picking up.

<b>Equipment Name</b>	<b>Customer Count</b>	<b>Start Time</b>	<b>End Time</b>	<b>Duration</b>
Nekoma	68	2/2/2021 6:41	2/2/2021 7:51	1:09:31
Osabrock Jct	19	2/2/2021 6:41	2/2/2021 7:51	1:09:15
Adams Milton	247	2/2/2021 6:41	2/2/2021 8:06	1:24:32
Edmore	167	2/2/2021 6:41	2/2/2021 8:08	1:26:26
Lawton Jct	24	2/2/2021 6:41	2/2/2021 8:08	1:26:26
Fairdale	24	2/2/2021 6:41	2/2/2021 8:20	1:39:04
Fairdale	28	2/2/2021 6:41	2/2/2021 8:20	1:39:14
<b>Total</b>	<b>577</b>			

**2. February 2, 2021 – Garrison (Planned outage)**

On February 2, 2021, 966 Customers in Garrison experienced a service interruption for 1 hour and 17 minutes, from 2:01 p.m. to 3:18 p.m. This was a planned outage to change out a 41.6 kV H frame structure that was damaged earlier on this same day when it caught on fire.

### 3. February 3, 2021 – Gackle and surrounding communities

On February 3, 2021, at 3:56 p.m., customers in Gackle, Windsor, Cleveland, Medina, and Streeter experienced a service interruption lasting just under one hour. This interruption was caused by high winds and sagging lines due to icing from heavy frost. Service was restored to these customers as shown in the table below. All 931 customers' service was restored, however some of these communities experienced additional momentary interruptions, following this extended interruption, due to the continued winds and on-going restoration efforts.

Equipment Name	Customer Count	Start Time	End Time	Duration
Windsor	19	02/03/2021 15:56	02/03/2021 16:51:37	55:21
Cleveland	94	02/03/2021 15:56	02/03/2021 16:51:32	55:21
Gackle	287	02/03/2021 15:56	02/03/2021 16:51:30	55:20
Gackle Rural	16	02/03/2021 15:56	02/03/2021 16:51:28	55:18
Medina	279	02/03/2021 15:56	02/03/2021 16:51:28	55:15
Streeter	236	02/03/2021 15:56	02/03/2021 16:51:29	55:14
Total	931			

### 4. March 4, 2021 – Enderlin and Lisbon

On March 4, 2021, customers in Enderlin and Lisbon experienced a service interruption that affected 1,640 customers (Enderlin – 825 and Lisbon – 815). Service was out for 1 hour and 14 minutes from 3:00 a.m. to 4:14 a.m. Crews found a splice in the 115 kV line that had weakened over time and failed. Upon finding the problem, they were able to switch things to get our customers' service restored without having to wait for the repair of this dropped line.

### 5. April 26, 2021 – Milnor

Approximately 554 customers in Milnor were affected by a service interruption on April 26, 2021. The interruption was approximately 1 hour and 50 minutes long, from 9:39 p.m. to 11:30 p.m. This service interruption was due to equipment failure causing a phase to burn down.

### 6. May 22, 2021 – Milnor

Approximately 554 customers in Milnor were affected by a service interruption on May 22, 2021. The interruption was approximately 1 hour and 32 minutes long, from 9:46 a.m. to 11:18 a.m. This service interruption was due to equipment failure (arrestor).

## 7. June 5, 2021 – New Rockford

New Rockford customers were affected by a service interruption on June 5, 2021, affecting 1,068 customers. The interruption was approximately 1 hour and 22 minutes long, from 5:31 p.m. to 6:53 p.m. This interruption was the result of a pole north of Oberon (Devils Lake division) that caught on fire at the cross arm, breaking off and swinging into the phase, causing a grass fire.

## 8. July 3, 2021 – Langdon and surrounding communities

On July 3, 2021, customers in Langdon and surrounding communities experienced a service interruption that affected approximately 2,129 customers as described in detail in the table below.

A severe thunderstorm with high winds and hail moved through the area causing issues with Minnkota's 115 kV Transmission line which serves as a source for Otter Tail in the area. It took time for our field crew to switch the transmission line to another source to restore service.

Equipment Name	Customer Count	Start Time	End Time	Duration
Langdon North	667	07/03/2021 16:19:11	07/03/2021 18:25:53	2:06:42
Rock Lake	6	07/03/2021 16:19:10	07/03/2021 18:25:52	2:06:42
Langdon Downtown	563	07/03/2021 16:19:13	07/03/2021 18:25:39	2:06:26
Calvin Jct	130	07/03/2021 16:19:06	07/03/2021 18:25:30	2:06:24
Dresden Wales Hannah	89	07/03/2021 16:19:27	07/03/2021 18:25:51	2:06:24
Langdon East Rural	77	07/03/2021 16:19:27	07/03/2021 18:25:51	2:06:24
Fairdale	45	07/03/2021 16:19:14	07/03/2021 17:53:48	1:34:34
Lawton Jct	51	07/03/2021 16:19:22	07/03/2021 17:53:52	1:34:30
Adams Milton	247	07/03/2021 16:19:24	07/03/2021 17:53:48	1:34:24
Edmore	167	07/03/2021 16:19:27	07/03/2021 17:53:50	1:34:23
Nekoma	68	07/03/2021 16:19:13	07/03/2021 17:53:36	1:34:23
Osnabroock Jct	19	07/03/2021 16:19:27	07/03/2021 17:53:50	1:34:23
Total	2,129			

## 9. July 13, 2021 - Jamestown

Customers in our Jamestown service area experienced a service interruption that affected 2,535 customers on July 13, 2021. The cause of this interruption was a pole fire. These customers were without service for 1 hour and 53 minutes. The service interruption started at 9:51 a.m. and was restored at 11:44 a.m.

**10. August 4, 2021 – Rolla**

On August 4, 2021, 551 customers in Rolla experienced a service interruption that was due to a storm that moved through town and a squirrel issue. These customers were without service for 1 hour and 21 minutes. The service interruption started at 6:36 p.m. and was restored at 7:57 p.m.

**11. August 26, 2021 – Wahpeton**

On August 26, 2021, 989 customers in Wahpeton experienced a service interruption. This interruption was for 1 hour and 4 minutes, from 12:11 p.m. until 1:15 p.m. A rainstorm came through the area with strong winds causing downed trees. A downed tree broke a pole and the tree had to be cut out before we could get service restored.

**12. September 17, 2021 – Langdon**

On September 17, 2021, approximately 745 Langdon customers experienced a service interruption. A conductor broke on the 41.6 kV transmission line that feeds Langdon and the surrounding area. The service was interrupted for 1 hour and 32 minutes, from 9:13 p.m. to 10:45 p.m.

**13. October 16, 2021 – Jamestown**

On October 16, 2021, approximately 1,150 Jamestown customers experienced a service interruption as described in the table below. The cause of this interruption was a faulted underground primary line. Isolating and switching around the fault was done relatively quickly once the location was identified, but it took a considerable amount of time to locate the fault.

<b>Equipment Name</b>	<b>Customer Count</b>	<b>Start Time</b>	<b>End Time</b>	<b>Duration</b>
Jamestown	750	10/16/2021 14:20	10/15/2021 17:50	3:30:00
Jamestown	400	10/16/2021 14:20	10/15/2021 18:45	4:15:00
Total	1150			

#### **14. November 29, 2021 – Harvey**

There were 1,072 Harvey customers that experienced an interruption lasting 18 hours and 56 minutes. The interruption started on November 29, 2021 at 9:56 a.m. and service was restored on November 30, 2021 at 4:52 a.m. The main substation transformer failed due to a squirrel issue and the transformer needed to be replaced (see photo below).

