

EL 98-023

EL98-023

DOCKET NO.

IN THE MATTER OF THE COMPLAINT
FILED BY BERNARD BLAKE, PETITIONER,
VERSUS SOUTHERN SUNDAY, AGAINST
SOUTH DAKOTA POWER
CORPORATION, A PUBLIC UTILITY

Public Utilities Commission of the State of South Dakota

MOTION

*to set aside and
reopen the record
and rehear the case and
reopen the record and
reopen the case*

EL 98-023

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA
400 E. Capitol, Room 1000, Building, Pierre SD 57501

RECEIVED

NOV 17 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

COMPLAINT

Complainant(s):		Respondent(s): (Person or Company complained against)	
Name	W. Sports State	Contact Person	
Address		Company	Northern States Power Co.
City, State, Zip		Address	
Home Phone		City, State, Zip	Sioux Falls, SD
Work Phone		Work Phone	
Cellular Phone		Cellular Phone	
Fax #		Fax #	

When completing this document by an attorney, please list the attorney's name, address, telephone number and fax number.
When completing this document as an attorney, please leave blank.

What are the facts giving rise to my complaint?
It seems that Northern States Power has had an undue amount of out-ages this past winter. I have not kept a record of all the out-ages since January 01, 1998. On January 1, 1998 my electricity was off for approximately one hour. No reason was given in the minutes of the loss of power.

On January 23, 1998 electricity was off for approximately one hour--4:15AM to 5:15AM. It was off from approximately 6:15-6:30 AM until approximately 6:00PM. On January 24, 1998, the light at 12:00 AM this date that it should be back on by noon. It was not back on at that time. From this time on I will be keeping an account of all out-ages.

These outages are a health care problem as I am on an oxygen concentrator in my home, for about 10 hours per day. That is run by a battery. I do have two well oxygen tanks (limited by the hospital) as stand-by oxygen tanks. However, such tanks last not over eight hours. Any prolonged out-ages during a severe illness (of my kind) could cause a health problem for me.

If you need additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

Have Northern States Power up-grade lines and sub-stations instead of waiting until it breakesdown. A reply to companintants as to what the Public Utilities Commission does as far as getting Northern States Power to improve service would be appreciated.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Complainant's signature must be witnessed by a notary public.

Mrs Bonnie Slade

Complainant's Signature

November 16, 1998

Date

State of South Dakota

)

):SS

County of Hanson

)

On this 15th day of November, 1998.

before me personally came and appeared Mrs. Bonnie Slade known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

J. M. J. Jackson

Signature of Notary Public

(SEAL)

My commission expires: 5/27/02

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of November 13, 1998 through November 19, 1998

Request a complete copy of a filing filed, overnight expressed, or mailed to you, please contact Debra Kolbo within five business days of this filing.
Phone: 605-773-3701. Fax: 605-773-3809.

ELECTRIC

13-11-121 In the Matter of the Filing by Black Hills Power & Light Company for Approval of Amendment No. 2 to Industrial Contract Service Agreement with Homestake Mining Company.

Black Hills Power and Light Company has filed an application requesting the Commission to approve Amendment No. 2 to its Industrial Contract Service Agreement between Black Hills and Homestake Mining Company. According to Amendment No. 1 to the agreement, Homestake would extend portions of its distribution system and have that substantially completed by December 31, 1998. Amendment No. 2 grants Homestake's request for an extension of the deadline to September 1, 1999. Homestake will also be 100% liable for the costs of any capital investment Black Hills must make at the Kirk Substation, from January 1, 1999, through September 1, 1999.

Staff Attorney: Karen Cremer
Staff Analyst: Dave Jacobson
Date Filed: 11/17/98
Intervention Deadline: NA

13-11-121 In the Matter of the Complaint Filed by Bonnie Slade, Fulton, South Dakota, against Northern States Power Company Concerning Outages.

Complaint by Bonnie Slade vs. Northern State Power Company. The Complainant claims an unusually high number of electrical outages has caused great inconvenience and aggravated health conditions. The Complainant requests that Northern States Power upgrade its lines and substations.

Staff Attorney: Karen Cremer
Consumer Affairs: Leri Healy
Date Filed: 11/17/98
Intervention Deadline: NA

TELECOMMUNICATIONS

TC98-198 In the Matter of the Application of CTC Communications Corp. for a Certificate of Authority to Provide Telecommunications Services in South Dakota.

Application of CTC Communications Corp. for a certificate of authority to provide resold interexchange telecommunications services throughout South Dakota. The services to be provided include MTS, WATS, 800 inbound service. Services will also include calling card and directory assistance services to presubscribed customers.

Staff Attorney: Camron Hoseck
Staff Analyst: Kylie Tracy
Date Filed: 11/13/98
Intervention Deadline: 12/4/98

TC98-199 In the Matter of the Complaint Filed by Lawrence Klein, Valentine, Nebraska, against U S WEST Communications, Inc., Regarding Poor Service and Request to Have Lines Updated.

Complaint by Lawrence Klein vs. U S WEST Communications, Inc. The Complainant describes a history of poor telephone service and outages. The Complainant seeks reliable telephone service.

Staff Attorney: Camron Hoseck
Consumer Affairs: Leni Healy
Date Filed: 11-06-98
Intervention Deadline: NA

TC98-200 In the Matter of the Complaint Filed by Don Finn on behalf of Lake Area Hospital, Webster, South Dakota, against AT&T Communications of the Midwest, Inc. Regarding Overcharges.

Complaint by Don Finn vs. AT&T Communications. The Complainant outlines a history of the concerns with AT&T over the past 18 months in which the Hospital was overbilled. The Complainant further claims that AT&T personnel did not offer appropriate assistance in resolving the error. The Complainant seeks reimbursement for the amount overcharged and compensation for time and labor involved.

Staff Attorney: Karen Cremer
Consumer Affairs: Leni Healy

Case File: 98-0148

Intervention Deadline: N/A

In the Matter of the Application of FirstWorld Communications, Inc. for a Certificate of Authority to Provide Telecommunications Services in South Carolina

Application of FirstWorld Communications, Inc. for a certificate of authority to provide resale interstate telecommunications services throughout South Carolina. Services to be provided include MTS, inbound toll-free service, travel card, debit card and operator services.

Staff Attorney: Karen Cromar

Staff Analyst: Bob Francis

Case Filed: 11-16-98

Intervention Deadline: 12-07-98

In the Matter of the Filing by U S WEST Communications, Inc. for Approval of Agreement for Service Resale Between Preferred Carrier Services, Inc. and U S WEST Communications, Inc.

On November 10, 1998, the Commission received an interconnection agreement between U S WEST Communications, Inc. and Preferred Carrier Services, Inc. Any person wishing to comment on the parties' request for approval may do so by filing written comments with the Commission and the parties to the agreement no later than December 11, 1998. Parties to the agreement may file written responses to the comments no later than January 4, 1999.

Staff Attorney: Carmen Hozack

Case Filed: 11-16-98

Intervention Due: 12-11-98

In the Matter of the Filing by U S WEST Communications, Inc. for Approval of Negotiated/Arbitrated Terms of Agreement for Interconnection, Resale, and Unbundled Elements between Advanced Communications Group, Inc. and U S WEST Communications, Inc.

On November 10, 1998, the Commission received an interconnection agreement between U S WEST Communications, Inc. and Advanced Communications Group, Inc. Any person wishing to comment on the parties' request for approval may do so by filing written comments with the Commission and the parties to the agreement no later than December 14,

1998. Parties to the agreement may file written responses to the comments no later than January 7, 1999.

Staff Attorney: Camron Hoseck
Date Filed: 11-19-98
Responses Due: 12-14-98

TC98-204 In the Matter of the Filing by U S WEST Communications, Inc. for Approval of Wireless Interconnection Agreement between U S WEST Communications, Inc. and Brookings Municipal Utilities Telephone Department d.b.a. Swiftel Communications.

On November 19, 1998, the Commission received a wireless interconnection agreement between U S WEST Communications, Inc. and Brookings Municipal Utilities Telephone Department d.b.a. Swiftel Communications. Any person wishing to comment on the parties' request for approval may do so by filing written comments with the Commission and the parties to the agreement no later than December 14, 1998. Parties to the agreement may file written responses to the comments no later than January 7, 1999.

Staff Attorney: Camron Hoseck
Date Filed: 11-19-98
Responses Due: 12-14-98

You may receive this listing and other PUC publications via our website or via internet e-mail. You may subscribe to the PUC mailing list at <http://www.state.sd.us/puc/>



Northern States Power Company
South Dakota

Jim Wicox, Manager,
Government & Community Relations
500 West Russell Street
P.O. Box 988
Sioux Falls, SD 57101-0988
Telephone (605) 339-8350 fax 339-8231
Internet - wicj01@nspco.com

November 12, 1998

James M. Wagner
South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol Avenue
Pierre, SD 57501-5070

Dear Sirs:

Following is NSP's response to your data request regarding a letter from Mayor Lyle Weber of Rapid City, South Dakota.

1) Please find enclosed a set of electrical distribution maps that depict NSP's equipment used to serve the areas of Bridgewater, Emery, Alexandria and Fulton, South Dakota.

2) At the present time, NSP has no way to query our records for any specific inquiries customers had made in those communities regarding our reliability or quality of service.

3) Please find enclosed a two page report listing the feeder level outages and the specific customer level outages experienced in these four communities in 1998.

4) Please find enclosed a copy of NSP's Outage Communication Process. NSP now plans to include these four communities in our process for sustained outages. We will contact radio stations in the local SD to provide information to customers during the time of a sustained outage.

5) NSP soon has a 230KV to 24.5KV stepup temporary transformer deployed in the Bridgewater substation feeding the line serving these four communities. This temporary transformer was necessitated from the lightning induced failure of the transformer on August 5, 1998. NSP has a new transformer on order and expects to have it in place by April 1, 1999.

Sincerely,

Jim Wicox

cc: Kent Larson

1998 OUTAGES TO THE CITIES OF ALEXANDRIA, BRIDGEWATER, EMERY, & FULTON, SOUTH DAKOTA

Outages to Feeder Outages that the cities of
Alexandria, Bridgewater, Emery, & Fulton would all see

Line No.	Year	Pr. Cause	# Custs.	Hrs	Mins	Level	Equipment Code
10001	1997	Caseholder Contact	1364	1	12	Feeder	CNJ2X2
10002	1997	Overhead Switch Failure	943		0	Transmission	CNJ2X2
10003	1997	Wind & Lightning	1364		0	Feeder	CNJ2X2
10004	1997	Animal Failure	1364		25	Transmission	CNJ2X2
10005	1997	Overhead	1364	2	37	Feeder	CNJ2X2
10006	1997	Lightning	1363		0	Feeder	CNJ2X2
10007	1997	Animal Failure	1362		35	Transmission	CNJ2X2
10008	1997	Lightning	1362		3	Feeder	CNJ2X2
10009	1997	Overhead	1362		26	Transmission	CNJ2X2
10010	1997	Overhead	1359		25	Transmission	CNJ2X2
10011	1997	Wind & Lightning	1359		3	Transmission	CNJ2X2
10012	1997	Wind & Lightning	1359		5	Transmission	CNJ2X2
10013	1997	Lightning	1358		0	Transmission	CNJ2X2
10014	1997	Overhead	1358		4	Transmission	CNJ2X2
10015	1997	Lightning	1358		15	Feeder	CNJ2X2
10016	1997	Overhead	1358		0	Feeder	CNJ2X2
10017	1997	Lightning	1359		0	Feeder	CNJ2X2
10018	1997	Wind & Lightning	1359		0	Transmission	CNJ2X2
10019	1997	Lightning	1359		0	Feeder	CNJ2X2
10020	1997	Lightning	1358		0	Feeder	CNJ2X2
10021	1997	Lightning	1359		45	Feeder	CNJ2X2
10022	1997	Wind & Snow	1359		46	Feeder	CNJ2X2
10023	1997	Wind & Snow	1359	9	44	Feeder	CNJ2X2

Individual outages within each of the following communities

City of Alexandria, SD

Case No.	Time Out	Pri. Cause	# Custs.	Hrs	Mins	Level	Equipment Code
12511	1254 Power Damage		11	1	6	Overhead Primary	ALXF04F006
12512	1257 Wind		1	1	40	Overhead Transformer	D3ZBK00220
12513	1256 Wind		3	1	19	Overhead Primary	D708NF006
12514	1104 Broken Conductor		1	4	40	Overhead Transformer	D3ZLF04010
12515	1278 Unknown		1	4	56	Overhead Transformer	ALXF05T002
12516	2117 Tree Contact		1	3	11	Service Overhead	D3Z3F00441
12517	1258 Unknown		1	1	27	Overhead Transformer	D3Z6F00321
12518	1416 Power Damage		1	2	38	Service Overhead	D3ZGT00510
12519	1126 Unknown		1	1	9	Service Overhead	D3ZGT00520
12520	443 Transformer Failure		248	6	0	Overhead Primary	CNJ2X10
12521	1431 Unknown		868	1	10	Overhead Primary	CNJ2X10
12522	1432 Unknown		1	4	35	Service Overhead	D3Z4500701
12523	1521 Unknown		4	1	48	Overhead Transformer	ALXG05T025

City of Bridgewater, SD

Case No.	Time Out	Pri. Cause	# Custs.	Hrs	Mins	Level	Equipment Code
12524	1253 Conductor Failure		1	2	3	Service Overhead	D44V914020
12525	1107 Broken Conductor		79	1	37	Overhead Primary	BRG00103
12526	1347 Wind		1	2	54	Overhead Transformer	D44RG00521
12527	2122 Tree Contact		1	8	21	Service Overhead	D44NK00621
12528	2131 Tree Contact		1	8	9	Overhead Transformer	D44JB00830
12529	2517 Unknown		11	1	47	Overhead Primary	F804SF006
12530	1255 Wind		1	20	26	Overhead Primary	F818NT001
12531	877 Unknown		1	2	53	Overhead Transformer	BRGL07T017
12532	910 Tree Contact		28	10	5	Overhead Primary	R203
12533	152 Unknown		867		32	Overhead Primary	CNJ2X10
12534	1344 Animal Contact		5		36	Overhead Primary	BRGM09F011
12535	2125 Unknown		1	2	0	Overhead Transformer	F808NT010

City of Emery, SD

Case No.	Time Out	Pri. Cause	# Custs.	Hrs	Mins	Level	Equipment Code
12536	2111 Conductor Failure		1	1	46	Transmission	EMYL15T017
12537	2048 Unknown		22	8	19	Overhead Transformer	EMYL15T019
12538	2110 Unknown		31	2	3	Overhead Primary	EMYL16F007
12539	2122 Unknown		53	1	44	Overhead Primary	EMYL16F007
12540	203 Transformer Failure		10	8	17	Overhead Transformer	EMYL15T005

City of Fulton, SD

Case No.	Time Out	Pri. Cause	# Custs.	Hrs	Mins	Level	Equipment Code
12541	1254 Wind		1	1	56	Overhead Primary	D620STD03
12542	2122 Unknown		1	9	4	Service Overhead	D4B3F00403
12543	120 Transformer Failure		867	5	20	Overhead Primary	CNJ3X20

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NSP OUTAGE COMMUNICATION PROCESS

South Falls Dispatch Office (M-F 8-5)

OR the Minneapolis Control Center (all other hours)

THE FOLLOWING PROCEDURE IS TO BE FOLLOWED FOR ALL SOUTH FALLS OUTAGES AT FEEDER LEVEL AND ABOVE OR FOR AN OUTAGE WHICH INTERRUPTS THE SERVICE OF ANY MAJOR SD RENTAL.

1. **Outage analysis** -- The Operator will log the (location) of customer(s) and the initial time of the event.
2. **Initiate the callout of crews.**

(Within 10 minutes of the event)
3. **Page and leave a message to call back to the NSP-SD Outage Coordinator pager (605 / XXX-XXXX)**
This starts the SD communication chain to begin their process.
4. **Accept clarification calls from the Outage Coordinator.**

Page 1, 1/1/99

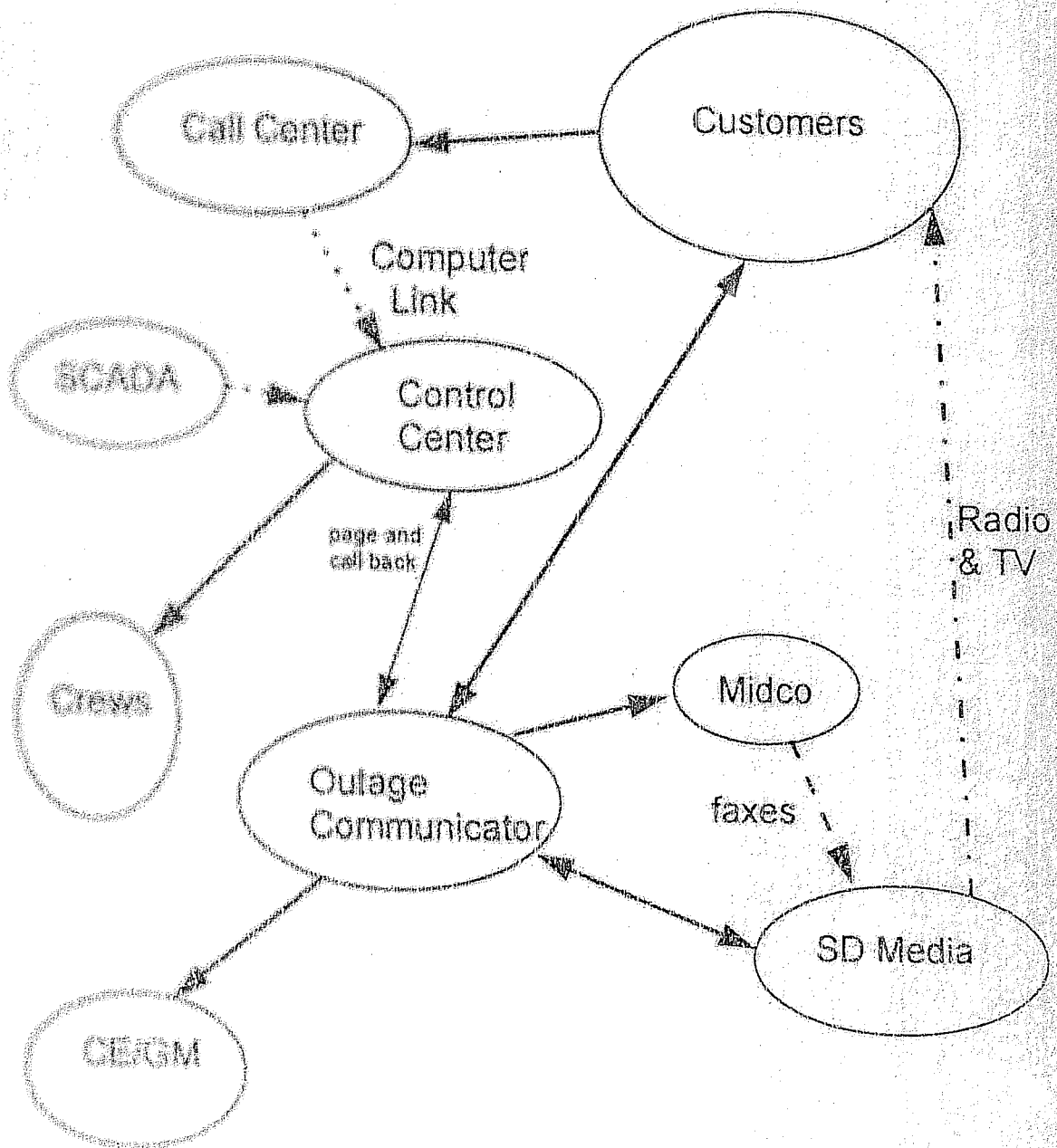
NSP OUTAGE COMMUNICATION PROCESS

NSP - South Dakota Outage Communication Coordinator

THE FOLLOWING PROCEDURE IS TO BE FOLLOWED FOR ALL SOUTH DAKOTA OUTAGES AT FEEDER LEVEL AND ABOVE OR FOR AN OUTAGE WHICH INTERRUPTS THE SERVICE OF ANY MAJOR SD CUSTOMER.

1. Following receipt of a page on the outage pager, call the Control Center or the SF Dispatch for details. That is, ask:
 - a) Which substation and feeder or which major customer is affected?
 - b) What time did the event occur?
 - c) When do you estimate that we will be able to restore service?
 - d) Do we have crews on the way to restore service?
 - e) What happened? (the cause of the problem if known)
 - f) The address or nearest cross streets to where the problem is?
 - g) What is the chance of additional outages or voltage excursions in the next few days?
2. Then determine:
 - a) The affected area description
 - b) Number of customers affected
 - c) Assessment of the major customers affected by this outage.
3. (Within 10 minutes of the event) Call MTRCO Communications to have them begin faxing the media.
4. Update the outage message recorder.
5. Immediately contact any "major" customers.
6. Take clarifying calls from Media and customers as needed.
7. Depending on the severity, contact the NSP Dakotas CE to inform about this event.
8. Call Dispatch back for any updated information and pass it along.

NSP Outage Communication Process



Process implemented for a sustained outage for 1 or more water customers OR a full feeder outage

→ phone calls

June 1, 1998



EL 98-023



RECEIVED

DEC 11 1998

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

Northern States Power Company
South Dakota

Jim Wilcox, Manager,
Community & Government Relations
500 West Russell Street
P.O. Box 988
Sioux Falls, SD 57101-0988
Telephone (605) 339-8350 fax 339-8204
email wlcj01@nspco.com

December 9, 1998

Mr. William Buford, Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol Avenue
Pierre, South Dakota 57501-5070

Re: Complaint by Mrs. Bonnie Slade of Fulton, SD regarding power outages.

Dear Mr. Buford:

Enclosed please find a report listing the sustained outages NSP has recorded for 401 Main Street in Fulton, SD from 1991 to the present time. NSP believes that most of the causes of the outages in 1998 are related to wind and lightning. We have been in contact with the U.S. Weather Service and they verify our suspicion that the level of windstorms and lightning has been greater than normal in 1998. We believe that the Spencer tornado is further evidence of the severity of the weather this year.

Wind and lightning have been the cause behind four equipment failures that we have now identified as being the cause of most of the outages in 1998. They include the following:

- 1) The failure of a "relay" at the NSP Grant Substation near Canistota. That relay was not allowing a normal "trip and re-close" operation of the circuit breaker on the line feeding Fulton whenever lightning or wind caused the breaker to open.
- 2) Lightning caused the failure of a "grounding bank" at the Bridgewater substation that resulted in several of the outages.
- 3) Lightning also caused the failure of the transformer at the Bridgewater substation on July 3rd resulting in an extended outage and several necessary intentional outages to install a temporary transformer.
- 4) Wind and lightning caused insulator failures along the length of the power line serving Alexandria causing additional outages throughout this year.

NSP has taken several steps to improve the reliability to Alexandria and we plan additional steps:

- 1) The relay at the Grant Substation has been repaired and is working properly.
- 2) The grounding bank at Bridgewater has been replaced and will be eliminated when we install the new transformers and neutral wire.
- 3) A temporary mobile transformer replaces the failed transformers at Bridgewater. New transformers have been ordered and are expected to be installed by April 1, 1999.
- 4) Lightning arrestors will be installed on every pole from the Canistota Junction Substation to Alexandria in an effort to divert lightning strikes to ground without causing sustained outages.

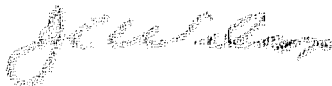
Although NSP makes every effort to provide reliable service, we are not able to guarantee 100% reliability. Even if we doubled the number of poles and wires to every home and business (also likely doubling our rates) there still would be circumstances whereby both sources of electricity would be interrupted.

Earlier, Mrs. Slade had indicated that she is concerned about her medical condition. NSP does have a process in place whereby we record medical emergency information about customers. This information is used to extend the time period to pay a bill if a customer is approaching a disconnect situation and this information is known to dispatchers during an outage. Mrs. Slade has not made application with NSP for the medical emergency designation. Also enclosed is a copy of a card that NSP requests a customer provide in order to authorize this medical emergency designation. I have been in contact with Mrs. Slade and have mailed Mrs. Slade a medical emergency card in order to start that procedure.

NSP is concerned about the outages Mrs. Slade has experienced and is sensitive to Mrs. Slade's medical situation. We are confident that the repairs and improvements we have made and continue to make to the electric power system will allow the power system to better withstand the effects of lightning and result in a much improved reliability record in 1999.

If anyone has any questions, please call me at 339-8350

Sincerely,



Jim Wilcox

c. Kent Larson

Mrs. Bonnie Slade

Outage Summary For 401 Main St, Fulton, SD 57340

Sustained Outage Details

Case #	Date	Time	Duration	Cause	Level
401	08/28/2024	06:59	11 Min 40 Min	Wind and Snow	Feeder
402	08/28/2024	06:59	46 Min	Wind and Snow	Transmission
403	08/28/2024	06:59	46 Min	Broken Conductor	Transmission
404	08/28/2024	06:59	1 Hr 10 Min	Unknown	OH Primary
405	08/28/2024	06:59	32 Min	Intentional	OH Primary
406	08/28/2024	06:59	2 Min	Transformer Failure	OH Primary
407	08/28/2024	06:59	15 Min	Lightning	Feeder
408	08/28/2024	06:59	4 Min	Intentional	Transmission
409	08/28/2024	06:59	5 Min 30 Min	Transformer Failure	OH Primary
410	08/28/2024	06:59	5 Min	Wind & Lightning	Transmission
411	08/28/2024	06:59	3 Min	Wind & Lightning	Transmission
412	08/28/2024	06:59	25 Min	Unknown	Transmission
413	08/28/2024	06:59	26 Min	Unknown	Transmission
414	08/28/2024	06:59	3 Min	Lightning	Feeder
415	08/28/2024	06:59	36 Min	Insulator Failure - Lightning	Transmission
416	08/28/2024	06:59	2 Hr 27 Min	Intentional - Repairs	Feeder
417	08/28/2024	06:59	25 Min	Arrestor Failure - Rain	Transmission
418	08/28/2024	06:59	1 Hr 12 Min	Conductor Contact - Wind	Feeder
419	08/28/2024	06:59	1 Min	Mechanical Failure	Feeder
420	08/28/2024	06:59	2 Hr 10 Min	Intentional	Feeder
421	08/28/2024	06:59	2 Hr 42 Min	Transformer Failure	OH Primary
422	08/28/2024	06:59	43 Min	Wind	OH Primary
423	08/28/2024	06:59	5 Hr 11 Min	Wind	OH Primary
424	08/28/2024	06:59	5 Hr 4 Min	Insulator Failure	Transmission
425	08/28/2024	06:59	5 Hr 33 Min	Intentional	Feeder
426	08/28/2024	06:59	57 Min	Intentional	Feeder
427	08/28/2024	06:59	2 Hr 9 Min	Lightning	Feeder
428	08/28/2024	06:59	3 Hr 13 Min	Insulator Failure	OH Primary
429	08/28/2024	06:59	2 Hr 26 Min	Lightning	Transmission
430	08/28/2024	06:59	34 Min	Lightning	Feeder
431	08/28/2024	06:59	3 Hr 27 Min	Tree Contact	OH Primary
432	08/28/2024	06:59	1 Hr 7 Min	Pole Failure	OH Primary
433	08/28/2024	06:59	42 Min	Capacitor Bank Fail	Transmission
434	08/28/2024	06:59	4 Min	Lightning	Feeder
435	08/28/2024	06:59	1 Hr 31 Min	Insulator Failure	Substation
436	08/28/2024	06:59	1 Hr 59 Min	Relay Failure	Feeder
437	08/28/2024	06:59	32 Min	Wind & Lightning	Feeder
438	08/28/2024	06:59	3 Hr 33 Min	Line Hardware Fail	OH Primary
439	08/28/2024	06:59	1 Hr 28 Min	Lightning	Feeder
440	08/28/2024	06:59	9 Min	Wind & Lightning	Transmission
441	08/28/2024	06:59	1 Hr 56 Min	Insulator Failure	OH Primary
442	08/28/2024	06:59	1 Hr 32 Min	Lightning	OH Primary
443	08/28/2024	06:59	1 Hr 14 Min	Transformer Failure	Feeder
444	08/28/2024	06:59	2 Min	Wind & Lightning	Feeder

Page 1 of 1

08/28/2024 10:00

STATEMENT OF MEDICAL EMERGENCY

CCID#	STREET	HOUSE NO.	OCC CODE	TEN CK
-------	--------	-----------	----------	--------

_____ as a Physician
 _____ or as a
 _____ of a Public Health or Social Services
 Agency, in order to the existence of a medical

CIS Noted (date/initials) _____

GDE Noted (date/initials) _____

DOS Noted (date/initials) _____

FOR NSP USE ONLY

_____ at _____ (street and city)
 _____ or 30 calendar days after the date of this
 _____ (date)
 _____ by my professional opinion that disconnection of utility service prior to such date will aggravate the medical condition
 of the patient.

Name of Patient _____
 Nature of Medical Emergency Life Support Other Explain _____

Signature of Doctor or Social Service _____ Date _____
 _____ Phone _____

In order to verify the existence of a medical emergency, the above named doctor or social service agency official is hereby authorized
 to make contact with _____ Northern States Power Company or its representative.

Signature of Patient or Patient's Guardian or Parent _____ Phone No. _____

From: Wilson, Janet G
Sent: Saturday, April 24, 1999 2:17 PM
To: 'Waters, Jeff'
Cc: 'Waters, Jeff'; 'Karen Greiner'
Subject: NSP Status Report on the State Complaint - EL98-023

From: Jim and Bill

Following is an actual version of a letter I also sent by fax today.

Chris Henshaw, Engineer in NSP's Sioux Falls office will be on the phone to answer questions.

We do not plan to present anything other than respond to questions.

Thanks,

Jim Wilson

April 24, 1999

Mr. William Buford, Executive Director
South Dakota Public Utilities Commission
555 West Capitol Avenue
Pierre, South Dakota 57501-5070

Re: Status Report regarding EL98-023 in the matter of a complaint filed by
Stinson State, Fuller, South Dakota concerning outages.

NSP is pleased to report that there have been no outages to this area since the November 10, 1998 outages. NSP believes that most if not all of the outages in 1998 were related to lightning and equipment damaged by weather events.

As a follow-up to a letter of December 9, 1998 and my testimony on this matter before the Commission of December 14, 1998, NSP is pleased to report the following progress in our plan to improve the reliability to the customers NSP is privileged to serve in this area:

- 1) The main at the Grant Substation was repaired and is now working properly.
- 2) The grounding bank at the Bridgewater substation has been taken out of service and is no longer needed, as the wiring configuration of the power system in this area no longer requires a grounding bank. (Technically this is a conversion from a "delta" system to a "wye" system.)
- 3) A shield wire has been installed from the Canistota Junction Substation to the Alexandria Substation improving the lightning protection to this section of NSP's power system.
- 4) Lightning arrestors have been installed along the length of this power line to also further improve the lightning protection to this section of NSP's power system.
- 5) A temporary mobile substation remains in place of the failed transformers. New transformers are presently en-route and preparatory work is being performed in advance of their installation. These transformers are expected to be installed in the first half of May 1999 completing this upgrade project. A brief outage will be required to "cut-in" these new transformers. NSP will be working with the communities involved to select a day of week and time of day that will minimize disruption due to this necessary work. Prior to the outage, NSP will also provide a written notification to each customer that will be affected by this outage.

...interrupted supply of power, especially when wind and
...to the power system, we do believe that this upgrade work will
...customers in and near the communities of Bridgewater, Emery,

Sincerely,

