



**1800 Larimer Street, Suite 1500
Denver, CO 80202**

August 12, 2025

David Steele
340 W Corliss Ave
Forestburg, SD 57314

Re: South Dakota Public Utilities Commission Inquiry
Service Address: 340 W Corliss Ave Forestburg, SD 57314

Dear Mr. Steele:

Your concern directed to the South Dakota Public Utilities Commission was forwarded to my attention for investigation and response.

The subsequent three-year reliability investigation provided by our Area Engineer, describes the outages, duration, and causes.

Start Time	Duration	Primary Cause	Corrective Action
7/28/2025 11:22PM	3h 24m	Lightning Strike	100% Restored, Repaired Perm
7/28/2025 7:09PM	2h 57m	Lightning Strike	100% Restored, Repaired Perm
7/5/2025 9:58AM	3h 21m	Unknown – we could not identify cause	100% Restored, Repaired Perm
6/12/2025 9:35AM	0h 0m	Lightning Strike	100% Restored by Auto Reclose
6/11/2025 10:09PM	3h 15m	Lightning Strike	100% Restored, Repaired Perm
6/11/2025 8:04PM	2h 5m	Lightning Strike	100% Restored, Repaired Perm
5/28/2025 11:31AM	0h 7m	Unknown – we could not identify cause	100% Restored Via Switching
5/22/2025 9:10AM	0h 38m	Animal Contact Other	100% Restored, Repaired Perm
5/15/2025 7:22AM	6h 58m	Lightning Strike	100% Restored, Repaired Perm
4/28/2025 3:52AM	5h 39m	Lightning Arrester Polymer	100% Restored, Repaired Perm
4/23/2025 2:35AM	0h 0m	Unknown – we could not identify cause	100% Restored by Auto Reclose
12/26/2024 2:43AM	0h 12m	Unknown – we could not identify cause	100% Restored Via Switching
6/18/2024 11:08AM	2h 8m	Conductor Fatigue Aluminum	100% Restored, Repaired Perm
6/17/2024 2:09PM	3h 8m	Veg Tree Outside Main Corridor	100% Restored, Repaired Perm
6/17/2024 7:02AM	2h 19m	Conductor Fatigue Aluminum	100% Restored, Repaired Perm
5/29/2024 12:16AM	0h 0m	Unknown – we could not identify cause	100% Restored, Repaired Perm
5/21/2024 9:03AM	0h 48m	Veg Tree Inside Maint Corridor	100% Restored, Repaired Perm
10/15/2023 10:32AM	3h 52m	No Outage -- Non-outage Work	No Outage - Non-outage Work
6/9/2023 8:50AM	0h 0m	Unknown – we could not identify cause	100% Restored, Repaired Perm
4/4/2023 9:09PM	12h 6m	Conductor Contact - Floating	100% Restored, Repaired Perm

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Outage Details:

The outages on July 28, June 12, June 11, May 15 and April 28, 2025, were all contributed to lightning events in the area. These were all unplanned weather events that had significant wind, rain and lightning that caused blown fuses. There was a replacement of a fuse that was affected by lightning on June 3, 2025.

The outages on June 18, June 17 and May 21, 2024, also were contributed to lightning events in the area. These were all unplanned weather events that had significant wind, rain and lightning that caused blown fuses.

The outage on June 9, 2023, was a momentary outage that is contributed to a lightning strike or wind event.

There were outages on July 5, May 28 and April 23, 2025, that we could not identify the cause. The Field Crew patrolled the area and found no significant cause for the outages. Additionally, the momentary outage on May 29, 2024, is listed we could not identify the cause

The outage on May 22, 2025, was due to animal contact. The Field cleared the contact and restored power.

The outage on October 15, 2023, was due to vegetation contact with an overhead line. This was cleared and restored.

The outage on April 4, 2023, was due to icing and wind event that effected the lines in the area.

Work Plan/Comments:

We understand that it can be extremely frustrating to experience lengthy interruptions to power, and we apologize for the inconvenience and difficulties this has caused. It is difficult to accurately predict the impact of weather events and public damage on the overhead transmission and distribution systems. However, our crews always strive to restore service when an outage does occur as quickly as possible while keeping our commitment to safety in mind.

Based on outage history, we initiated an engineering feeder patrol in March 2025, where mostly minor maintenance was observed.

Examples of work that is being done by this year-end include: cross arm replacement, lightning arrestor replacement and grounding maintenance.

Our last vegetation maintenance on this feeder was in 2019 and 2020 with forecast for next vegetation maintenance for 2028.

We tested over 1100 electrical structures such as poles and replaced 47 structures between 2022 and 2023.

With the outages in July, the Area Engineer has taken a deeper dive into the distribution system in Forestburg.

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Providing reliable electricity to our customers is a top priority at Xcel Energy, but in a system as complex as ours, weather, wildlife and other circumstances can still cause problems. We will continue to strive to meet our customers' needs by making improvements in our processes.

We apologize for any inconvenience these outages may have caused you. If you have additional concerns, please feel free to contact our Customer Contact Center at 1-800-895-4999.

Sincerely,

Amanda Loesch

Amanda Loesch
Customer Advocate Analyst