

**MONTANA-DAKOTA UTILITIES CO.
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
SECOND DATA REQUEST ISSUED JUNE 2, 2020
DOCKET NO. GE20-002**

- 2-7. Refer to the response to 1-3.
- a. Provide any estimates the company has made related to the items listed in the response.
 - b. Provide an explanation of what each of the following costs are and why they increased or decreased due to COVID:
 - i. Cell phone priority costs
 - ii. Additional network/broadband/internet/software costs
 - c. Refer to the Company's response to DR 1-3. Provide a listing of all cost savings the Company anticipates it has already realized or may realize in the coming months due to the COVID-19 pandemic that may offset increased expenses. In particular, please address the following areas:
 - Travel
 - Training
 - Tree trimming
 - Meter reading or other truck rolls
 - O&M associated with peaker units
 - Health care costs
 - Furlough of non-essential employees
 - Delays or attrition in hiring process
 - Utility costs
 - Other

Response

- a. Montana-Dakota does not have estimates available at this time.
- b. Wireless Priority Service is a Federal program that authorizes cellular communication service providers to prioritize calls over wireless networks when service is not operating at full operating capability. It is for entities that use telecommunication services necessary for emergency preparedness, public health and safety. A large portion of the additional network/broadband/internet/software costs is related to increasing Virtual Private Network (VPN) capabilities. A significant portion of the broadband increase is related to enabling customer service representatives to work from home.
- c. At this time, Montana-Dakota expects to realize savings related to travel expenses.