

EXHIBIT C

As required by ARSD §§ 20:10:32:54(3), 20:10:32:54(4) and 20:10:32:54(5). The Authority submits Exhibit C.

Outages

During 2018, the Authority had the following Service Outages previously reported to the South Dakota Public Utilities Commission. A copy of each outage as filed is attached.

Number of Service Outages: 0

Unfulfilled Service Requests

During 2018, the Authority had the following number of unfulfilled service requests including how the Authority attempted to provide service to the potential customer.

Number of Unfulfilled service requests: 3

How the Authority attempted to provide service to the potential customer:

At year-end there was three customers with unfulfilled service request for 2018. There were no drops at these customers location and the applications came in between September and December 2018, which was after the construction season. These customers are scheduled on the 2019 construction list.

Customer Complaints

During 2018, the Authority's customer service department received an estimated number of complaints from consumers.

Number of Complaints: 0