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August 12, 2013

Dr. Burl W. Haar  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

**RE: In the Matter of Otter Tail Power Company 2012 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2013 Docket No. E017/M-13-253 Reply Comments**

Dear Dr. Haar:

Otter Tail Power Company ("Otter Tail") submits this update on the Morris CSC as requested in the Department of Commerce, Division of Energy Resources ("Department") July 31, 2013 Comments in the above-captioned matter. Otter Tail appreciates the Departments thorough review of Otter Tail's 2012 Safety Reliability Service Quality report.

On page 6 of the Department's Comments, the Department requested Otter Tail provide an update on actions Otter Tail has identified or taken to improve reliability in the Morris Customer Service Center ("CSC"). In Otter Tail's initial filing in this matter, we reported the snow conditions in the Morris CSC had slowed down the line inspection and investigation process. The colder than normal spring temperatures continued to delay the snow melt, which resulted in a continued delay in the timing of completing line inspections. The delay in the completion of the line inspections also caused a shift in the timing of analyzing, reviewing and prioritizing projects to address reliability across Otter Tail entire system. We have recently completed our line inspections in the Morris CSC and are in the process of reviewing and identifying potential future improvements. Potential future improvements will be prioritized along with other reliability improvement projects across Otter Tail's entire system and Otter Tail will provide the details in our 2013 safety, reliability and service quality report.

Please feel free to contact me at (218) 739-8395 or email me at [jfyhrie@otpc.com](mailto:jfyhrie@otpc.com), should you have any questions with respect to this matter.

Sincerely,

*/s/ JESSICA FYHRIE*

Jessica Fyhrie  
Tariff Specialist, Tariff Application and Compliance

jce  
Enclosures  
By electronic filing  
c: Service List

## CERTIFICATE OF SERVICE

**RE: In the Matter of Otter Tail Power Company 2012 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2013**  
**Docket No. E017/M-13-253**

I, Jana Emery, hereby certify that I have this day served a copy of the following, or a summary thereof, on Dr. Burl W. Haar and Sharon Ferguson by e-filing, and to all other persons on the attached service list by electronic service or by First Class mail.

**Otter Tail Power Company**  
**Reply Comments**

Dated this **12th** day of **August, 2013**

/s/ JANA EMERY

Jana Emery  
Regulatory Filing Coordinator  
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