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Fergus Falls, Minnesota 56538-0496
218 739-8200
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April 1, 2015

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

RE: In the Matter of Otter Tail Power Company 2014 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2015
Docket No. E017/M-15-___

Dear Mr. Wolf:

Otter Tail Power Company ("Otter Tail") submits the enclosed Annual Report pursuant to Minn. Rules 7826.0400, 7826.0500, and 7826.1300. This Annual Report presents our safety, reliability, and service quality performance for the year 2014 and proposed reliability standards for 2015 pursuant to Minn. R. 7826.0600. Otter Tail's reliability standards for 2015 are found in Section V of the attached 2014 Report.

Otter Tail has electronically filed this document with the Commission. In compliance with Minn. Rule 7829.1300, subp. 2, Otter Tail is serving a copy of this filing on the Department of Commerce – Division of Energy Resources and Office of Attorney General – Antitrust & Utilities Division. A Summary of the filing has been served on all persons on Otter Tail's general service list. A Certificate of Service is also enclosed.

We are available to provide any additional information or respond to any questions you may have. Feel free to contact me at (218) 739-8395 or email me at jfyhrie@otpco.com, should you have any questions with respect to this matter.

Sincerely,

/s/ JESSICA FYHRIE
Jessica Fyhrie
State Regulatory Compliance Specialist

jce
Enclosures
By electronic filing
c: Service List

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

In the Matter of Otter Tail Power Company's 2014 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2015	Docket No. E017/M-15-_____

2014 REPORT AND PROPOSED 2015 RELIABILITY STANDARDS

Summary of Filing

Please take notice that on April 1, 2015, Otter Tail Power Company ("Otter Tail" or "the Company"), filed with the Minnesota Public Utilities Commission ("Commission") its annual Safety, Reliability and Service Quality Report for 2014 pursuant to Minnesota Rules 7826.0400, 7826.0500 and 7826.1300. Pursuant to Minnesota Rule 7826.0600, subp. 1, Otter Tail proposes SAIFI, SAIDI and CAIDI reliability standards for 2015. Otter Tail also provides additional information as ordered by the Commission dated December 12, 2014 in Docket No. E017/M-14-279.

STATE OF MINNESOTA
BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

In the Matter of Otter Tail Power Company's 2014 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Standards for 2015	Docket No. E017/M-15-_____

2014 REPORT AND PROPOSED 2015 RELIABILITY STANDARDS

I. INTRODUCTION

Otter Tail Power Company ("Otter Tail" or "the Company"), submits this filing in compliance of Minnesota Rules 7826.0400, 7826.0500, 7826.0600, subp. 1, and 7826.1300. Otter Tail also provides additional information as ordered by the Minnesota Public Utilities Commission ("Commission") Order dated December 12, 2014 in Docket No. E017/M-14-279.

II. GENERAL FILING INFORMATION

Pursuant to Minnesota Rule 7829.1300, subp. 4, Otter Tail provides the following general information.

A. Name, Address, and Telephone Number of Utility

Otter Tail Power Company
215 South Cascade Street
P. O. Box 496
Fergus Falls, MN 56538-0496
(218) 739-8200

B. Name, Address, and Telephone Number of Utility Attorney

Bruce Gerhardson
Associate General Counsel
Otter Tail Power Company
215 South Cascade Street
P. O. Box 496
Fergus Falls, MN 56538-0496
(218) 739-8475

C. Date of Filing and Effective Date

This Report is being filed on April 1, 2015. The proposed reliability standards will be effective for the calendar year 2015.

D. Title of Utility Employee Responsible for Filing

Jessica Fyhrie
State Regulatory Compliance Specialist
Otter Tail Power Company
215 South Cascade Street
P. O. Box 496
Fergus Falls, MN 56538-0496
(218) 739-8395

III. MISCELLANEOUS INFORMATION

A. Service on Other Parties

Pursuant to Minn. Rule 7829.1300, subp. 2 and Minn., Stat. §216.17, subd. 3, Otter Tail has electronically filed this Report and Proposed 2015 Reliability Standards. A summary of the filing has been served on all parties on the attached service list.

B. Summary of Filing

A one-paragraph summary of the Report is attached pursuant to Minnesota Rule 7829.1300, subp. 1.

IV. DESCRIPTION AND PURPOSE OF FILING

A. Annual Reporting

Minnesota Commission Rules 7826.0400, 7826.0500 and 7826.1300 require electric utilities to file reports on safety, reliability, and service quality performance for the prior year. Otter Tail's 2014 Safety, Reliability, and Service Quality Report is attached.

B. Proposed reliability standards for 2015

Minnesota Commission Rules 7826.0600 subp. 1, requires electric utilities to propose reliability performance standards for each of its work centers. The rule requires the performance standards be filed on or before April 1 of each year. The utility is to propose standards for the following reliability indices:

1. System average interruption duration index or SAIDI
2. System average interruption frequency index or SAIFI
3. Customer average interruption duration index or CAIDI

In compliance with the Commission Rules 7826.0600 Subpart 1, Otter Tail's proposed 2015 reliability performance standards, based on 5 year historical averages for SAIDI and SAIFI and calculated CAIDI are shown in Table 1 below. The development and support for these proposed standards are more fully described in Section V of the attached 2014 Report.

Table 1

Proposed 2015 Standards by CSC using 5 year average for SAIDI and SAIFI and calculated CAIDI			
	SAIDI	**SAIFI**	**CAIDI**
Bemidji	71.53	0.95	75.29
Crookston	90.00	1.29	69.77
Fergus Falls	84.19	1.27	66.29
Milbank	79.03	1.50	52.69
Morris	68.42	1.08	63.35
Wahpeton	72.88	1.75	41.65
MN Total	**78.41**	**1.17**	**67.02**

Additional Reporting Requirements

In compliance with the Commission's December 12, 2014 Order in Docket No. E017/M-14-279, Otter Tail provides the required information by providing a description of policies, procedures and actions Otter Tail has implemented, and plans to implement, to assure reliability, including information demonstrating proactive management of the systems as a whole, increased reliability and active contingency planning in Section IV. Section II provides summary tables, supporting information throughout the report, that allow the reader to easily asses the overall reliability of the system and identify the main factors that affect reliability. Section IV provides the report on the major causes of outages for major event days.

V. CONCLUSION

Otter Tail hereby submits its annual Safety, Reliability, and Service Quality Report for 2014, proposed reliability standards for 2015, and additional information required by Commission Order in Docket No. E017/M-14-279.

Otter Tail respectfully requests the Commission accept Otter Tail's report and approve Otter Tail's proposed reliability standards for 2015.

Date: April 1, 2015

Respectfully submitted,

By: /s/ JESSICA FYHRIE

Jessica Fyhrie
State Regulatory Compliance Specialist
Otter Tail Power Company
215 South Cascade St., PO Box 496
Fergus Falls, MN 56537
(218) 739-8395

BEFORE THE
MINNESOTA PUBLIC UTILITIES COMMISSION

Docket No. E017/M-15-____

Otter Tail Power Company's
Safety, Reliability, and Service Quality
Report for 2014,
and
Proposed SAIFI, SAIDI, and CAIDI
Reliability Standards for 2015,

Including Additional Information Required
by Commission Orders

April 1, 2015

TABLE OF CONTENTS

I. OTTER TAIL EXECUTIVE MANAGEMENT'S VIEW OF RELIABILITY

This section provides the view of Otter Tail's executive management towards reliability and customer satisfaction.

Management's view of reliability at Otter Tail Power Company (Otter Tail) continues to be best summarized in the Company's mission statement:

"To produce and deliver electricity as reliably, economically, and environmentally responsibly as possible to the balanced benefit of customers, shareholders, and employees and to improve the quality of life in the areas in which we do business."

The integrity of Otter Tail's entire transmission and distribution system is directly related to interruption frequency; thus, the accountability lies within our Asset Management area. Otter Tail's Asset Management area is accountable for the quality, availability and delivery of materials and engineering associated with providing electric service to Otter Tail customers. At Otter Tail, we employ a system of Key Performance Indicators (KPIs), for the purpose of providing additional focus on achievement in particular areas of our operations. Two of Asset Management's KPIs are reliability indices dealing with interruption frequency: the Momentary Average Interruption Frequency Index (MAIFI) and System Average Interruption Frequency Index (SAIFI).

Otter Tail's Customer Service area is accountable for responding to all interruptions. Thus, Otter Tail's Customer Service area is accountable for the cost efficient and effective deployment of field personnel, trucks, and equipment as quickly and safely as possible, necessary for restoring service to customers when interruptions occur. One of the Customer Service area's KPIs is Customer Average Interruption Duration Index (CAIDI.) Additionally, the Reliability indices, SAIDI, SAIFI, CAIDI, and MAIFI are companywide KPI's. These indices are communicated and reviewed with all employees, on a monthly basis, with the expectation that all employees remain cognizant of our company's reliability performance.

The Asset Management and Customer Service areas have a common goal, which is to improve the overall system reliability. Each area recognizes the overall system improvement cannot be accomplished without collaboratively working with the other area. Each area also recognizes system reliability improvements are based on cost effective decisions and overall system improvements over longer periods of time.

Customer Satisfaction is also one of Otter Tail's KPIs and has a direct relationship with the reliability of service to our customers. Otter Tail was the highest-rated utility among electric and gas-electric investor-owned utilities measured by the American Customer Satisfaction Index in 2014 with an overall customer satisfaction score of 85 (out of 100). The reliability portion of the survey indicated a score of 92 compared to other investor-owned utilities score of 85.

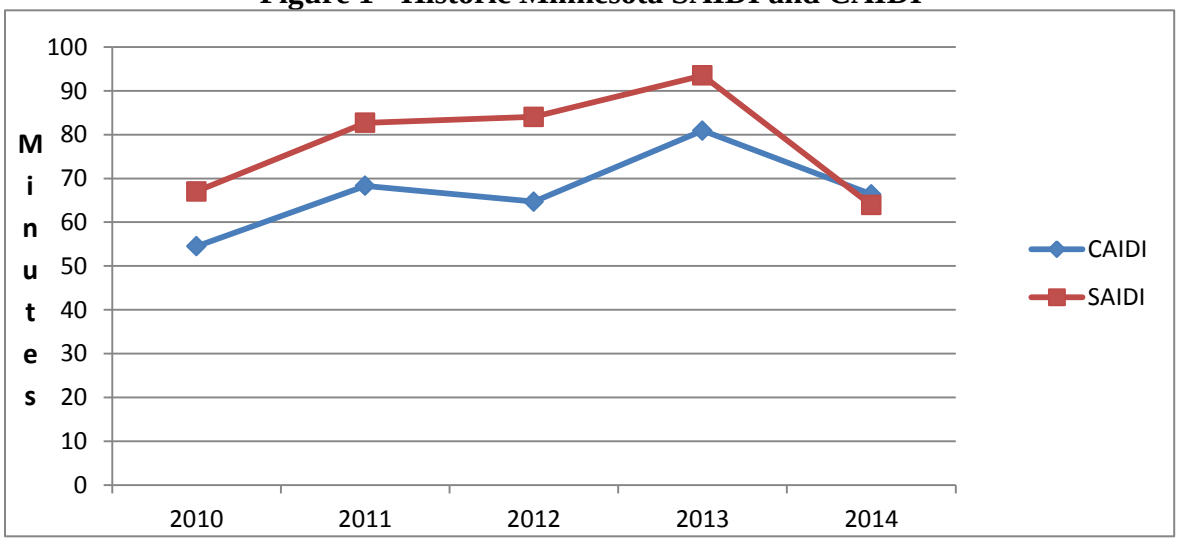
Otter Tail provides electricity to 423 communities and to rural areas in western Minnesota, northeastern South Dakota, and the eastern two-thirds of North Dakota. The average population of the communities we serve is approximately 400, and over one-half of the communities we serve have populations of fewer than 200. Only three of our communities have populations

exceeding 10,000: Fergus Falls, Minnesota (pop. 13,138), Bemidji, Minnesota (pop. 13,431), and Jamestown, North Dakota (pop. 15,427). We operate 11 Customer Service Centers ("CSC") throughout our service territory. Otter Tail is committed to utilizing proactive efforts to communicate, investigate, and resolve reliability issues across our approximately 70,000 square mile service territory. This is roughly the size of North Dakota (70,704 square miles).

II. OTTER TAIL 2014 SUMMARY GRAPHS

Minnesota Public Utilities Commission's ("Commission") Order dated December 12, 2014 in Docket No. E017/M-14-279, required Otter Tail to include in its next Safety, Reliability and Service Quality report a summary table that allows the reader to more easily assess the overall reliability of the system and identify the main factors that affect reliability. Figure 1 through **Figure 6** below provides a brief summary of Otter Tail's overall reliability and service quality for the years 2010 through 2014.

Figure 1 - Historic Minnesota SAIDI and CAIDI



Otter Tail Power MN Customers saw improvement in SAIDI and CAIDI for 2014 when compared to 2013 results.

Figure 2 - Minnesota Historic SAIFI

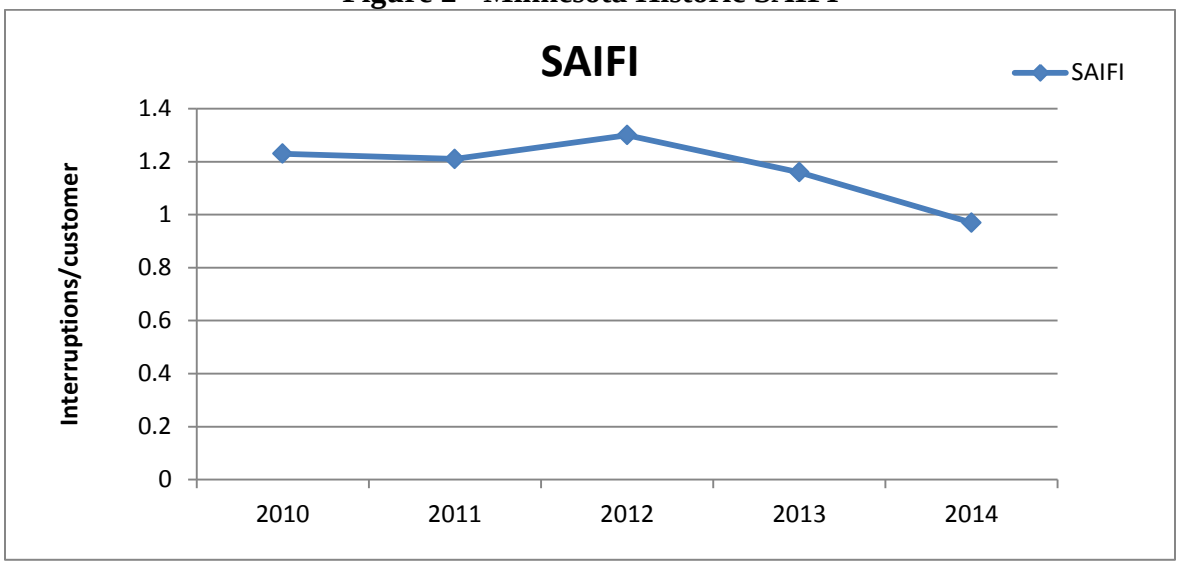
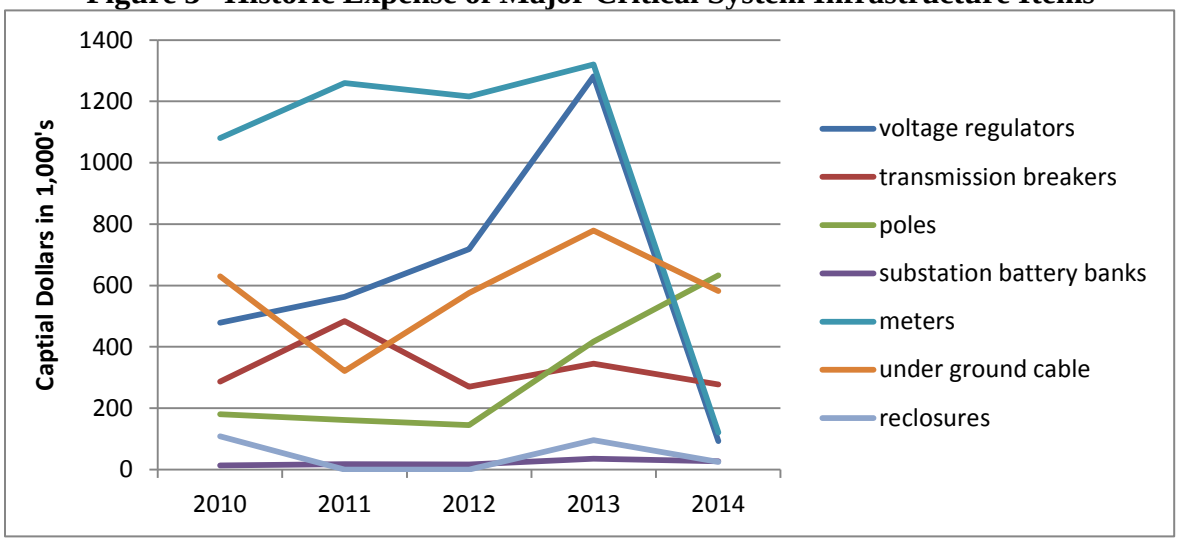


Figure 3 –Historic Expense of Major Critical System Infrastructure Items



Note: The reduction in 2014 spend is due to many of the assets planned for purchase in 2014 were received in 2013.

Figure 4 - Otter Tail System MAIFI

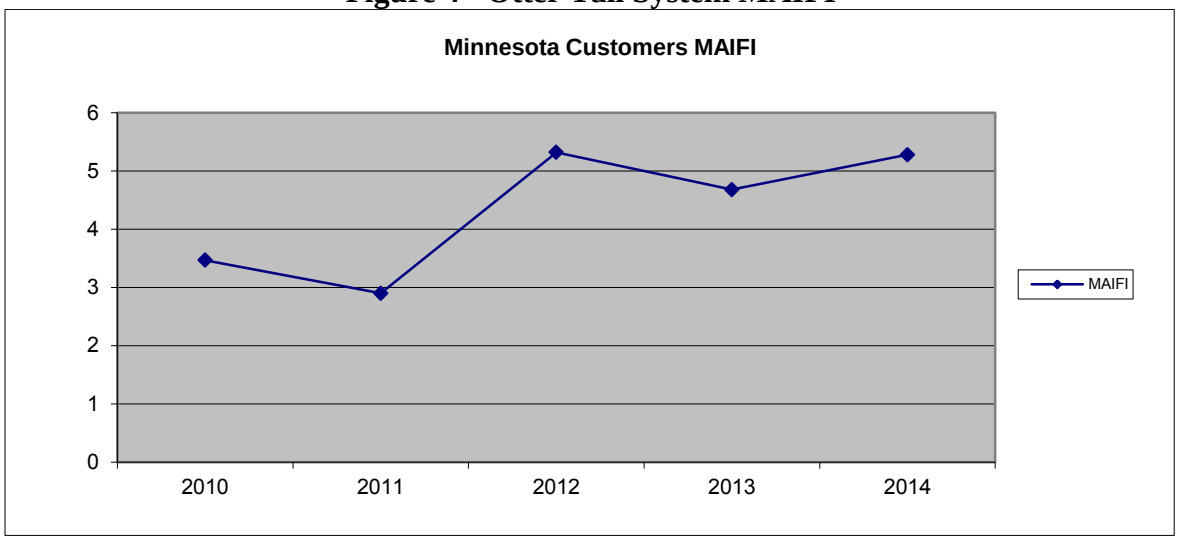


Table 1
MAIFI by Customer Service Center

CSC 2014	MAIFI
Bemidji	4
Crookston	4
Fergus Falls	6.3
Milbank	9.6
Morris	5.5
Wahpeton	8
MN Total	5.3

Figure 5 – Full Time Lineworkers available for trouble and for the operation and maintenance of Minnesota distribution lines

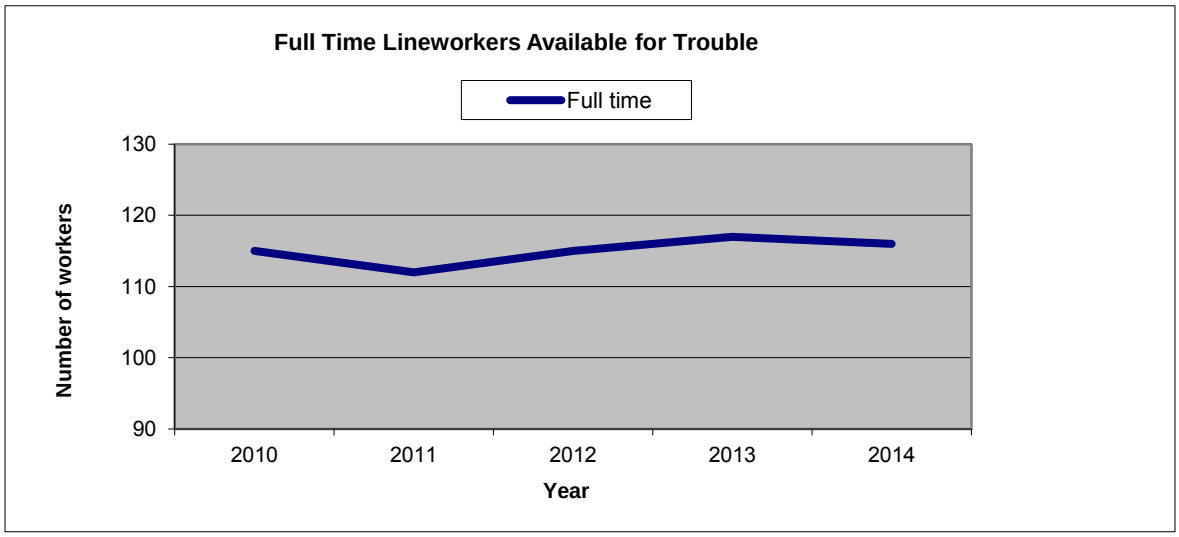
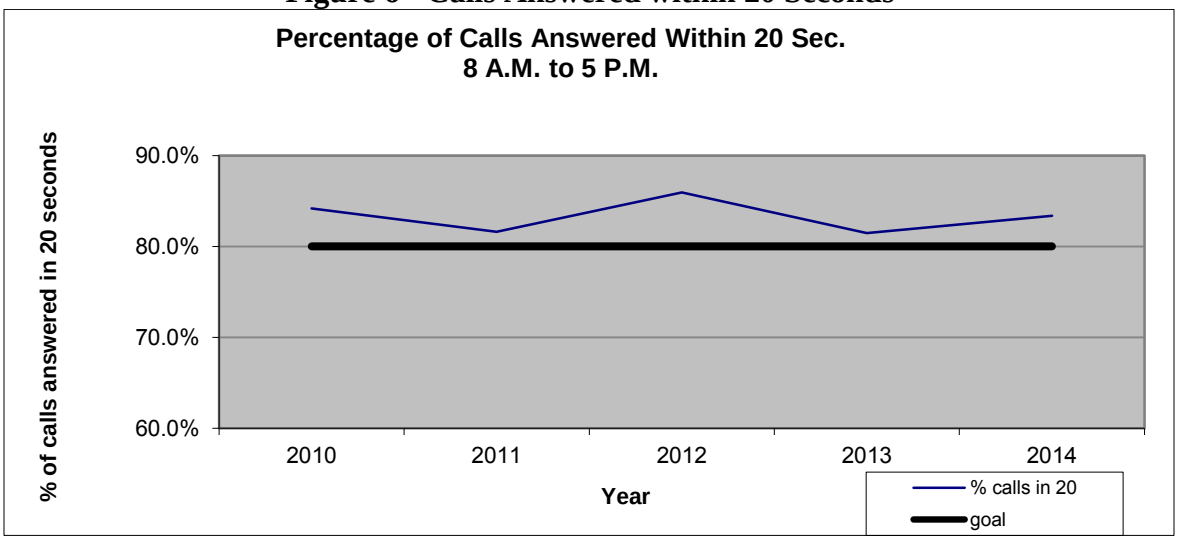


Figure 6 - Calls Answered within 20 Seconds



III. ANNUAL SAFETY REPORT 7826.0400

Pursuant to Minnesota Rule 7826.0400, ANNUAL SAFETY REPORT, each utility shall file a report on its safety performance during the last calendar year. This report shall include the following information.

A. Summary of all reports filed with the United States Occupational Safety and Health Administration and the Occupational Safety and Health Division of the Minnesota Department of Labor and Industry during the 2014 Calendar year.

Table 2

NUMBER OF CASES			
Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	2	2	16
NUMBER OF DAYS			
Total number of days of job transfer or restriction		Total number of days away from work	
48		14	

INJURY AND ILLNESS TYPES				
Injuries	Skin disorders	Respiratory conditions	Poisonings	All other illnesses
20	0	0	0	0

B. A description of all incidents during the calendar year in which an injury requiring medical attention or property damage resulting in compensation occurred as a result of downed wires or other electric system failures and all remedial action taken as a result of any injuries or property damage described.

Table 3

ANNUAL SAFETY REPORT				
Date	**Cause**	**Type**	**Action Taken**	**Expense**
12/08/2014	Bad connection	Property damage	Paid for damages	$549.39
10/20/2014	Wrong voltage	Property damage	Paid for damages	$3,888.05
07/03/2014	Bad cable	Property damage	Paid for damages	$221.00
03/24/2014	Power surge	Property damage	Paid for damages	$225.00
01/17/2014	Power surge	Property damage	Paid for damages	$4500.00
There were no instances of personal injury due to system failures in 2014.				

IV. RELIABILITY REPORTING REQUIREMENTS 7826.0500

Subpart 1. Annual reporting requirements. On or before April 1 of each year, each utility shall file on its reliability performance during the last calendar year.

REPORT OF OTTER TAIL'S SAIDI, SAIFI, AND CAIDI FOR 2012 AND STORM NORMALIZATION OF RELIABILITY DATA

Minnesota Rule 7826.0500, Subparts 1a, 1b, 1c, and 1d requires the utility to file a report on its SAIDI, SAIFI and CAIDI for the calendar year, by work center and for its assigned service area as a whole. Additionally, this rule requires the utility to provide an explanation of how the utility normalized its reliability data to account for major storms.

Otter Tail's previous "storm-normalized data" process (2008 and prior) eliminated interruptions to feeders that exceeded 24 continuous hours when caused by weather.

As a review, in 2009, Otter Tail worked with Telemetric-Sensus, who is the provider of Otter Tail's Interruption Monitoring System (IMS) and the underlying software for the system, to make necessary changes to implement the IEEE 2.5 beta method process to normalizing reliability data. Otter Tail's 2.5 Beta process is based on the following assumptions:

- Telemetric-Sensus calculates annual system T_{med} (SAIDI/Day threshold) based on the previous five years of data.
- The system T_{med} is utilized to run our indices for Minnesota and individual Minnesota Customer Service Centers (CSCs) .

For 2014 data, the 2.5 beta parameters are as follows:

2.5 Beta Parameters:

Alpha	Beta	Major Event Day
-2.131230282	1.830415253	11.528334222

The application of 2014 2.5 Beta Parameters, had no effect on results for the year, thus, the following storm normalized results are realized:

After applying 2.5 Beta Parameters for 2014, zero days met the criteria to be considered a Major Event Day. The Commission's **December 12, 2014 Order in Docket No. E017/M-14-279** required Otter Tail report on the major causes of outages for the Major Event Days. Since there were no Major Event Days in 2014, there are no major causes of outages to report.

Table 4 below shows Otter Tail's 2014 SAIFI, CAIDI and SAIDI results based on the IEEE 2.5 Beta Method for each CSC and the entire Minnesota system. **Otter Tail Power Company met 50 percent of its targets for 2014, compared to 33 percent in 2013.**

Table 4

2.5 Beta

CSC	2014	SAIDI	SAIFI	CAIDI
Bemidji	**Goal**	70.64	1.26	56.06
	Actual	**31.89**	**0.46**	**68.75**
Crookston	**Goal**	69.33	1.19	58.26
	Actual	**131.53**	**1.54**	**85.36**
Fergus Falls	**Goal**	66.97	1.11	60.33
	Actual	**72.75**	**1.10**	**66.05**
Milbank	**Goal**	75.49	1.82	41.48
	Actual	**6.25**	**0.05**	**137.04**
Morris	**Goal**	55.78	1.01	55.23
	Actual	**32.10**	**0.75**	**42.70**
Wahpeton	**Goal**	57.24	1.13	50.65
	Actual	**110.7**	**2.3**	**48.23**
MN Total	**Goal**	64.95	1.13	57.48
	Actual	**63.93**	**0.96**	**66.37**

ACTION PLAN FOR REMEDYING ANY FAILURE TO COMPLY WITH RELIABILITY STANDARDS

Minnesota Rule 7826.0500, Subpart 1e, **requires utilities to file an action plan for remedying any failure to comply with reliability standards set forth in part 7826.0600 or an explanation as to why non-compliance was unavoidable under the circumstances.** Overall, Otter Tail Minnesota Customers experienced 299 sustained interruptions in 2014. Otter Tail provides the following information regarding its 2014 results.

In compliance with the Commissions **December 20, 2012 Order in Docket No. E017/M-12-325**, Otter Tail submitted a compliance filing on February 4, 2013 describing Otter Tail's action plans to address not meeting the 2011 reliability standards set by the Commission. In that filing, Otter Tail described several enhanced or new processes adopted by the Company to improve system reliability performance. The following is an updated status of those action items and processes:

1. **Reliability Improvement Initiative Team Meetings:** Otter Tail's Reliability Improvement Initiative cross functional team continues to meet monthly with the purpose of conducting a comprehensive overview of system reliability. This process has been very beneficial in providing increased focus and attention to reliability related issues.

2. **Electronic Tracking Process for Transmission Patrol Reports and Maintenance Activities:** At year end 2014 Otter Tail had 53 percent completion. Otter Tail continues to implement electronic tracking of internal reports in 2015. When complete, this will allow the Company to more effectively schedule and manage maintenance activities based on historic and current maintenance data and allow for more efficient prioritization of resources.

3. **Lightning Tracking System:** Otter Tail's lightning tracking system has been in service for two years. It is used to track lightning activity within Otter Tail's service territory. It is very beneficial in identifying remote areas hit by lightning, thus allowing for follow up patrols and inspections for any damage identification. Future enhancements of lightning tracking alert messages will help reduce response times to addresses interruptions that may be caused by lightning strikes.

4. **Interruption Monitoring System sustained interruption cause information investigation:** For the past three years, Otter Tail has implemented a requirement that more detailed information regarding the primary cause of all sustained interruptions at the feeder level and above be entered into the IMS. To date, cause investigation has improved providing post analysis and capital improvement planning improvements.

5. **Fault Indicator Installations at Transmission Line Junctions:** In 2014, Otter Tail began installing fault indicators on transmission junctions (line splits). This will greatly improve fault location detection efforts in the future.

6. **Installation of Remote Real-Time Voltage, Current, and Power Monitors**: In 2014 Otter Tail began installing remote real-time power monitors in the field for problem investigation purposes. Data is real-time and displayed via a web browser. Initial trials of this equipment have improved Otter Tail's efforts in the identification of problems and issues in the field. This equipment is a potential candidate for our future NextGen IMS solution.

7. **Fleet Vehicle Tracking:** Otter Tail is currently conducting a pilot program for vehicle tracking. This program was initiated in 2012. Otter Tail will continue evaluating available providers and identify the best source to meet all of Otter Tail's requirements.

Otter Tail believes these action plans will help contribute to cost-effective improvement of the Company's overall system reliability. Overall system improvements will happen over longer periods of time. These improvements will come through new technology, improved efficiencies, disciplined primary cause investigation and analysis, situational awareness, and attention to overall cross-functional accountabilities.

Furthermore Otter Tail provides a description of events that had the greatest impact on SAIDI, SAIFI and CAIDI indices that did not meet the 2014 Reliability Standards as set by the Commission in the **December 12, 2014 Order in Docket No. E017/M-14-279.**

Otter Tail's 2014 SAIDI standards – In 2014, Crookston, Fergus Falls, and Wahpeton CSCs, failed to meet the 2014 SAIDI reliability standards set by the Commission.

Crookston CSC: The Crookston CSC experienced 91 sustained interruptions in 2014, resulting in a SAIDI of 131.53 minutes compared to the goal of 69.33. The greatest impact to SAIDI results in the Crookston CSC were due to several storms that hit North Dakota and Minnesota on July 21st, with winds has high as 100 mph. This event caused 20 sustained interruptions, impacting 3432 customers.

Fergus Falls CSC: The Fergus Falls CSC experienced 98 sustained interruptions in 2014, resulting in a SAIDI of 72.75 minutes compared to a goal of 66.97. The greatest impact to SAIDI results in the Fergus Falls CSC was a seven hour and 27 minute interruption on the New York Mills – South Feeder, impacting 239 customers, occurring on June 28th. The cause of this interruption was the failure of a dead end shoe, causing a phase to phase short. The failed shoe caused the line it was holding to fall a short distance and make contact with another phase. A splice kept the line from falling to the ground making it very difficult to find the fault. Several crew members searched for the fault for several hours before the fault was located and repaired.

Wahpeton CSC: The Wahpeton CSC experienced 12 sustained interruptions in 2014, resulting in a SAIDI of 110.7 minutes compared to the goal of 57.24. As a review, there are only six feeders serving MN customers out of this service center. The greatest impact to the SAIDI results in the Wahpeton CSC were interruptions on this year's worst performing feeder, Wheaton – South and East Feeder. This feeder experienced three interruptions, impacting 311 customers, caused by two events. The event on April 28th, was the result of a broken pole. The pole was isolated and power was restored following a two hour and six minute interruption. The next day, the pole was safely repaired, requiring the breaker to be reopened, causing a one hour and 16 minute additional interruption. On August 21st, a 31 minute interruption occurred due to a failed arrestor in the local Traverse Electric Coop, East River Substation. Being this is not Otter Tails equipment, this outage was out of Otter Tail's control. Otter Tail believes that future completion and implementation of its Electronic Tracking Process for Transmission Patrol Reports and Maintenance Activities will help minimize issues such as the broken pole. The new system will help in the prioritization of identified maintenance needs within the system and communicate appropriate actions necessary much more efficiently.

Otter Tail 2014 SAIFI standards –Crookston and Wahpeton CSCs failed to meet the 2014 SAIFI reliability standards set by the Commission.

Crookston CSC: As previously stated, the Crookston CSC experienced 91 sustained interruptions in 2014, resulting in a SAIFI of 1.54 interruptions, compared to a goal of 1.19 interruptions.

Wahpeton CSC: As previously stated, the Wahpeton CSC experienced 12 sustained interruptions in 2014, resulting in a SAIFI of 2.3 interruptions, compared to a goal of 1.13 interruptions.

Otter Tail 2014 CAIDI standards – Bemidji, Crookston, Fergus Falls, and Milbank Customer Service Centers did not meet the 2014 CAIDI reliability standards set by the Commission.

Bemidji CSC: The Bemidji CSC experienced 30 sustained interruptions in 2014, resulting in a CAIDI of 68.75 minutes, compared to a goal of 56.06 minutes. Twelve of these interruptions had durations of greater than the standard set of 56.06 minutes. Two interruptions, resulting from one event, had the greatest impact on CAIDI. As described in the Crookston CSC SAIDI discussion above, on July 21st severe storms, with winds clocked up to 100 mph hit our northern MN regions. Syre and Ulen Main Feeders were interrupted for six hours, seven minutes, and five hours and ten minutes respectively. The storm caused several downed lines and trees, requiring extended restoration

durations. Otter Tail Power believes, if not for their vegetation management processes, the effects of this storm would have been far greater.

Crookston CSC: As previously indicated, the Crookston CSC experienced 91 sustained interruptions in 2014, resulting in a CAIDI of 85.36 minutes, compared to a goal of 58.26 minutes. Thirty one of those interruptions had durations greater than the standard set of 58.26 minutes. Twenty interruptions were due to the single storm event on July 21st. Those twenty interruptions had an average duration of 237.27 minutes ($CAIDI_{day}$). The severity of the storm, caused extensive damage to lines and trees, causing long extended duration times. Linemen and Service Representatives were brought in from Fergus Falls, Pelican Rapids, Canby, Bemidji, Morris, Wahpeton, and Milbank to assist the employees in Crookston with restoration.

Fergus Falls CSC: As previously indicated, the Fergus Falls CSC experienced 98 sustained interruptions in 2014, resulting in a CAIDI of 66.05 minutes, compared to a goal of 60.33 minutes. Fifty of those interruptions had durations greater than the standard set of 60.33 minutes. The largest contributor to CAIDI in the Fergus Falls CSC was the interruption on the New York Mills – South Feeder, which is described in the SAIDI discussion above.

Milbank CSC: Minnesota customers served out of the Milbank CSC experienced one sustained interruption in 2014, resulting in a CAIDI of 137.04 minutes, compared to a goal of 41.48 minutes. On June 19th, a thunderstorm with lightning caused damage to two poles which resulted in a two hour and seventeen minute interruption on the Marietta – Farms Feeder. The line was thoroughly inspected for further damage and service was restored, following repairs.

Reliability Standard Summary:

When compared to 2013, Otter Tail's 2014 Minnesota reliability performance realized an improvement in SAIDI, SAIFI, and CAIDI. MAIFI saw a slight increase in momentary interruptions when compared to 2013 results. An ice storm on December 15th caused 146 momentary interruptions to MN customers. Without this event, MAIFI would have been at a three year low for the 2014 calendar year. The June 21st weather events had a very large impact on our year-end sustained indices results and narrowly missed exclusion during the application of the 2.5 Beta Storm Normalization Process. Overall, Otter Tail's reliability efforts have strengthened the system, such that we have not had any storms excluded by this methodology in the past two years. Exclusions under this methodology are driven by historical averages of system performance and not the weather events themselves. Reliable service is one of our top priorities and we are cognizant that improvements in reliability will happen over longer periods of time and must be done cost effectively.

Table 5 provides a summary identifying the different types of interruptions causes that affect overall system reliability.

Table 5

2014 MN Sustained Interruption Summary by CSC and cause

	Bemidji	Crookston	Fergus Falls	Milbank	Morris	Wahpeton	Work Center Totals
Bulk Power Loss							0
Transmission			6			3	9
Flood							0
Animal			7				7
Vehicle Accident	2	6	5		5		18
Equipment Failure	4	12	19		20	6	61
Vandalism			1				1
Trees	2	15	13				30
Overload							0
Human error	8					1	9
Underground	2		2				4
Bird		3	1		2		6
Arrestor/Insulator failure	5		6		9		20
fuse					2		2
weather related	7	54	32	1	19		113
investigated and unknown			2		1		3
Other		1			9		10
Unknown			4			2	6

INTERRUPTION OF BULK POWER SUPPLY FACILITY

Pursuant to Minnesota Rule 7826.0500, Subpart 1f, **to the extent feasible, a report on each interruption of a bulk power supply facility during the calendar year, including the reasons for interruption, duration of interruption, and any remedial steps that have been taken or will be taken to prevent future interruption.** For the 2014 calendar year Otter Tail reports that it did not have any sustained interruptions to a Minnesota Bulk Power Supply Facility.

REPORTING MAJOR SERVICE INTERRUPTIONS

Minnesota Rule 7826.0500, Subpart 1g, **requires utilities to file a copy of each report filed under part 7826.0700, reporting major service interruptions.**

Pursuant to Minnesota Rule 7826.0500, Subpart 1g, Otter Tail provides as Attachment 1, a copy of each report filed under part 7826.0700, reporting major service interruptions.

CIRCUIT INTERRUPTION DATA

Minnesota Rule 7826.0500, Subparts 1h, requires utilities, to the extent technically feasible, to file circuit interruption data, including identifying the worst performing circuit in each work center, stating the criteria the utility used to identify the worst performing circuit, stating the circuit's SAIDI, SIAFI, and CAIDI, explaining the reasons that the circuit's performance is in last place, and describing any operational changes the utility has made, is considering, or intends to make to improve its performance. In compliance with this rule, **Table 6** below shows the worst performing circuit for each of Otter Tail's six CSC's. For the purpose of identifying the worst performing circuit, we defined a circuit as a distribution feeder and the criterion that was used to identify the worst performing circuit was total customer minutes. **Table 7** below shows the interruptions that contributed to the feeders being the worst performing circuit for each CSC.

Table 6
MN Worst Performing Feeders

Service Center	Substation Name	Feeder ID	Customer Count	Total Sustained Customer Minutes	SAIFI	CAIDI	SAIDI
BEMIDJI	ULEN	27005	314	97533.63	1	310.62	310.62
CROOKSTON	SOUTH MAIN	31596	694	356796.97	2	257.06	514.12
FERGUS FALLS	OGEMA	16597	154	156256.10	7	144.95	1014.65
MILBANK	MARIETTA	23647	33	4524.30	1	137.10	137.10
MORRIS	MORRIS	32123	777	58741.20	2	37.80	75.60
WAHPETON	WHEATON	27003	311	72374.88	3	77.57	232.72

Table 7
MN Worst Performing Feeders Details

Interruption Date	State	Service Center	Substation	Feeder Name	Cause	Duration
7/21/2014 21:27	MN	BEMIDJI	ULEN	MAIN FEEDER (27005)	Weather - includes: rain, lightning, wind, storm, etc.	5:10:37
7/21/2014 21:06	MN	CROOKSTON	CROOKSTON SOUTH MAIN	CRESCENT AVE. (31596)	Weather - includes: rain, lightning, wind, storm, etc.	8:20:44
7/16/2014 13:51	MN	CROOKSTON	CROOKSTON SOUTH MAIN	CRESCENT AVE. (31596)	Equipment Failure	0:13:23
8/25/2014 1:27	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Weather - includes: rain, lightning, wind, storm, etc.	1:49:58
7/11/2014 12:54	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Equipment Failure	2:14:11

Interruption Date	State	Service Center	Substation	Feeder Name	Cause	Duration
7/10/2014 23:42	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Equipment Failure	2:23:08
7/6/2014 0:35	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Weather - includes: rain, lightning, wind, storm, etc.	7:28:55
5/23/2014 8:32	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Transmission	0:45:13
4/13/2014 5:37	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Weather - includes: rain, lightning, wind, storm, etc.	0:42:59
4/13/2014 2:54	MN	FERGUS FALLS	OGEMA	WHITE EARTH FEEDER (16597)	Weather - includes: rain, lightning, wind, storm, etc.	1:30:15
6/19/2014 4:48	MN	MILBANK	MARIETTA	FARMS (23647)	Weather - includes: rain, lightning, wind, storm, etc.	2:17:06
10/7/2014 11:06	MN	MORRIS	MORRIS 115 KV SUB	EAST FEEDER (32123)	Equipment Failure	0:32:03
5/27/2014 8:45	MN	MORRIS	MORRIS 115 KV SUB	EAST FEEDER (32123)	Vehicle Accident	0:43:33
8/21/2014 22:09	MN	WAHPETON	WHEATON	SOUTH AND EAST FEEDER (27003)	Transmission	0:30:54
4/29/2014 3:31	MN	WAHPETON	WHEATON	SOUTH AND EAST FEEDER (27003)	Equipment Failure	1:15:53
4/28/2014 23:58	MN	WAHPETON	WHEATON	SOUTH AND EAST FEEDER (27003)	Equipment Failure	2:05:56

Bemidji CSC:

The 2014 worst performing feeder in the Bemidji CSC was the Main Feeder fed from the Ulen Substation. This feed experienced one sustained interruption, impacting 314 customers, due to one event. On July 21st, severe storms, with winds clocked up to 100 mph hit our northern MN regions. This storm caused several poles and lines to come down and damaged several

insulators, which in turn caused a five hour and 11 minute interruption to the Ulen – Main Feeder.

Crookston CSC:
The 2014 worst performing feeder in the Crookston CSC was the Crescent Ave Feeder fed out of the Crookston south Main Substation. This feeder experienced two sustained interruptions, impacting 694 customers, due to two separate events. On July 16th, equipment failed causing a thirteen minute interruption. As previously described, strong storms on July 21st caused an eight hour and 21 minute interruption due to downed poles and lines. Lineman and Service Representatives from across Otter Tail's service territory assisted with restoration. Additionally the Crookston Fire Department assisted with damage assessment by compiling a list of all the areas where trees were on Otter Tail lines; saving Otter Tail a lot of legwork.

Fergus Falls CSC:
The 2014 worst performing feeder in the Fergus Falls CSC was the White Earth Feeder fed out of the Ogema Substation. This feeder experienced seven sustained interruptions, impacting 154 customers, on five separate occasions. On April 13th, the feeder experienced several momentary interruptions due to high winds that affected transmission poles, located in a boggy area. The poles were tilted enough to allow the conductors to make contact resulting in numerous momentary interruptions. In order to address the tipped poles the line needed to be taken out of service on two separate occasions and resulted in interruptions that lasted 1) one hour and 30 minutes and 2) 43 minutes. Work involved straightening several poles in slough areas, and driving several swamp anchors to tighten the lines. On May 23rd, Wild Rice Electric had a line down causing a 45 minute interruption. On July 6th, high winds and storms brought a tree down through the line and broke a pole resulting in a seven hour and 29 minute interruption. On July 10th, an insulator failed at 11:43 PM, causing a blown fuse resulting in a two hour and 23 minute interruption. Crews searched for the fault, but were unable to locate the issue at night. The re-fuse held and service was restored. The following afternoon, July 11th, the line faulted again, but this time crews were able to find the failed insulator and replace it. The duration of this interruption was two hours and 14 minutes. On August 25th, a thunderstorm with lighting hit the area causing a one hour and 50 minute interruption on this feeder. The feeder was inspected and after no damage was found, the breaker was reset and service restored.

In the fourth quarter of 2014, Otter Tail reassigned the towns of Ogema, White Earth and Callaway from the Fergus Falls CSC to the Bemidji CSC. Service to these towns will now be handled out of Mahnomen, MN rather than out of Pelican Rapids, MN. This change will help reduce power restoration times in the future.

Milbank CSC:
The 2014 worst performing feeder in the Milbank CSC was the Farms Feeder fed from the Marietta Substation. This feeder experienced one sustained interruption, which impacted 33 customers, due to one event. On June 19th, lightning struck and damaged two distribution poles that had to be replaced, causing a two hour and 17 minute interruption. If not for this event, MN customers served out of the Milbank CSC would not have realized a sustained interruption in 2014.

Morris CSC:
The 2014 worst performing feeder in the Morris CSC was the East Feeder fed from the Morris 115 KV Substation. This feeder experienced two sustained interruptions, impacting 777 customers, due to two events. On May 27th, a garbage truck stuck a distribution pole resulting in a 43 minute interruption. On October 7th, a high side fuse blew in the Morris Northeast Substation, causing six feeder interruptions across the city of Morris. The interruption to the East Feeder was 32 minutes. This interruption occurred while maintenance was taking place at the Morris 115 KV substation and the East Feeder was being fed out of the Morris Northeast Substation.

Wahpeton CSC:
The 2014 worst performing feeder in the Wahpeton CSC was the South and East Feeder fed out of the Wheaton Substation. This feeder experienced three sustained interruptions, due to two events, impacting 311 customers. On April 28th, an insulator failed, tracked, and burned the conductor down. Workers isolated the fault location and restored service, resulting in a two hour and six minute interruption. On April 29th, line workers completed the work to repair that line section, tying it back into the circuit, resulting in a one hour and 16 minute interruption. On August 21st, an arrestor failed in the Traverse Electric East River Substation, causing a 31 minute interruption.

REPORT OF NOMINAL ELECTRIC SERVICE VOLTAGES

Minnesota Rule 7826.0500, Subpart 1i, **requires that utilities shall file a report providing data on all known instances in which nominal electric service voltages on the utility's side of the meter did not meet the stands of the American National Standards Institute for nominal system voltages greater or less than voltage range B.** Otter Tail provides, in **Table 8** below, the feeders and number of occurrences where the voltage fell outside the ANSI voltage range B. Most of the feeders, with numerous occurrences, are feeders with a single large customer that has a very large load and are mostly pipelines.

Table 8
Feeders and Number of Occurrences – Voltage fell outside the ANSI Voltage Range

Unit ID	CSC	Feeder	Low OV Count	Mid UV Count
26999	BEMIDJI	MAIN FEEDER	358	0
27075	BEMIDJI	MAIN FEEDER	326	0
27006	Bemidji	MAIN FEEDER	13	0
32137	CROOKSTON	MAIN FEEDER	97	0
31598	CROOKSTON	MAIN FEEDER	200	0
32183	CROOKSTON	MAIN FEEDER	131	0
26386	CROOKSTON	MAIN FEEDER	93	647
32130	CROOKSTON	MAIN FEEDER	111	0
32131	CROOKSTON	NORTH OCR 1	1	0
32210	CROOKSTON	MAIN FEEDER	164	0
16082	FERGUS FALLS	NORTH FEEDER	1	0
26453	FERGUS FALLS	TOWN FEEDER	0	1
16770	FERGUS FALLS	WEST RURAL FEEDER	0	1
16161	FERGUS FALLS	MAIN FEEDER	3	0
16078	FERGUS FALLS	MAIN FEEDER	0	1
16084	FERGUS FALLS	MAIN FEEDER	24	0
16597	FERGUS FALLS	WHITE EARTH FEEDER	9	0
16773	FERGUS FALLS	#2-OCR WEST	2	0
16121	FERGUS FALLS	#3-OCR SOUTH	5	0
17576	FERGUS FALLS	#4-OCR TUFFYS	1	0
16085	FERGUS FALLS	MAIN FEEDER	58	0
16148	MORRIS	WEST FEEDER	20	0
16152	MORRIS	MAIN FEEDER	57	0
26389	MORRIS	EAST 2	13	0
29009	MORRIS	NORTHWEST FEEDER	8	0
27683	MORRIS	SOUTH FEEDER	0	5
16103	MORRIS	MAIN FEEDER	12	0
27014	MORRIS	ST LEO	0	8

STAFFING LEVELS AT EACH WORK CENTER

Minnesota Rule 7826.0500, Reliability Reporting Requirements, Subpart 1j, **requires utilities to file a report providing data on staffing levels at each work center, including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines.** In compliance with this rule, Otter Tail reports staffing levels by CSC including the number of full-time equivalent positions held by field employees responsible for responding to trouble and for the operation and maintenance of distribution lines. The staffing levels of Otter Tail's Minnesota CSCs as of December 31, 2014 are shown in **Table 9** below.

Table 9

Month-Year	Department	Type	Total
December-14	Bemidji	Field	15
		Office	5
	Bemidji Total		20
	Crookston	Field	17
		Office	5
	Crookston Total		22
	Delivery Maintenance*	Field	9
	Delivery Maintenance Total		9
	Fergus Falls	Field	23
		Office	9
	Fergus Falls Total		32
	Milbank**	Field	16
		Office	6
	Milbank Total		22
	Morris	Field	18
		Office	4
	Morris Total		22
	Operations Support***	Field	4
		Office	1
	Operations Support Total		5
	Wahpeton****	Field	14
		Office	3
	Wahpeton Total		17
12/31/14 Total			**149**

*Delivery Maintenance is a department with employees that work in substations and with substation related equipment. During trouble, they are dispatched to do switching and other work associated with substation equipment.

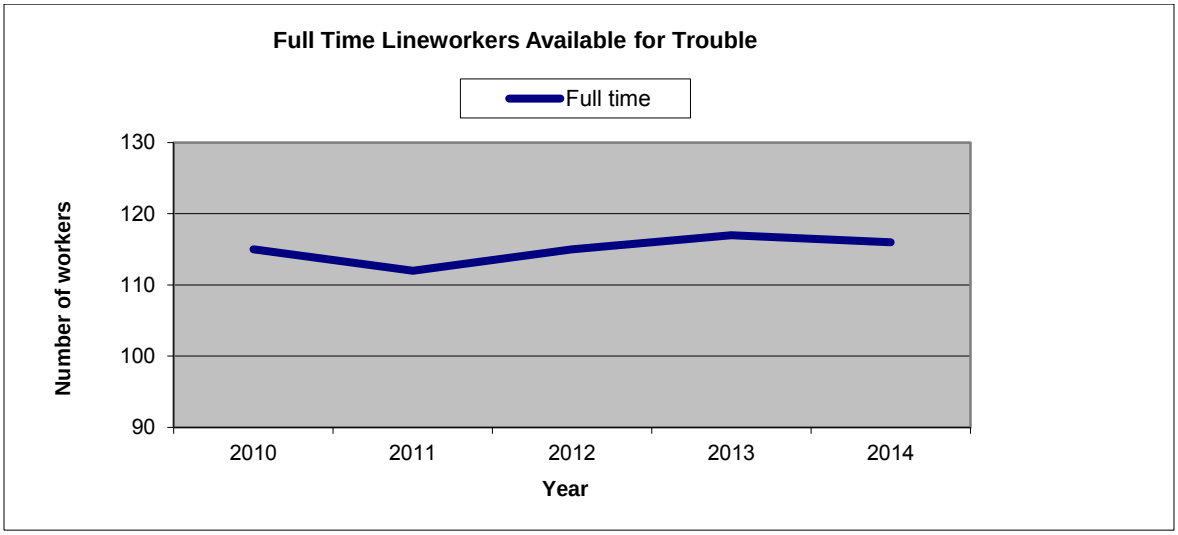
**The Milbank CSC serves customers in both Minnesota and South Dakota and the number of employees indicated represents all employees located in the CSC.

***Operations Support is based in Fergus Falls and the field employees are dispatched to assist CSC's in need throughout the entire system. The office employees coordinate resources.

****The Wahpeton CSC serves customers in Minnesota, North Dakota, and South Dakota and the number of employees indicated represents all employees located in the CSC.

Figure 7 below depicts by year the number of full time line workers available for trouble and for the operation and maintenance of distribution lines.

Figure 7



Otter Tail also has a reliability engineer who supports system reliability related functions. This individual is not included in the above staffing level information. Otter Tail also has other engineers in its Asset Management area who, due to the nature of their roles, support reliability on a daily, weekly, monthly, and annual basis.

OTHER INFORMATION RELEVANT IN EVALUATING RELIABILITY PERFORMANCE

Minnesota Rule 7826.0500, Subpart 1k, **requires utilities to file any other information the utility considers relevant in evaluating its reliability performance over the calendar year.** Otter Tail reports that it continues to optimize usage of its Interruption Monitoring System, IMS.

In 2014, the company continued to maximize utilization of its IMS for interruption/outage root cause analysis and problem area identification. In 2014, the company realized nearly 100 percent (98.6 percent actual) compliance with interruption cause identification data entry into the system. This has and continues to ensure proper focus of resources towards specific areas needing improvement. During 2014, all electric technicians were set up to receive voltage alarms for their respective feeders to proactively identify system regulator issues.

As a review, the IMS was fully implemented in 2005. Since then, subsequent upgrades and enhancements to the system have increased its capabilities. Due to communication limitations and equipment obsolescence, Otter Tail's IMS will experience "end of life" around 2020. Otter Tail is currently investigating the next generation of interruption monitoring solutions (NextGen IMS) for beyond 2020. Otter Tail provides the following information relating to its IMS and overall reliability.

1. **Interruption Monitoring System Improvements:** Otter Tail continues to increase its use of the IMS and its capabilities. Internal employees can view interruption activity on a graphical map of our entire service territory. The addition of our interruption mapping capability has greatly increased employee awareness of our reliability as it relates to customer interruptions.

   In 2014, the system was set up to alarm all service personnel on all interruptions, to improve service response times. Voltage alarm setup, for all electrical technicians, was completed in 2014, with the intent to proactively identify voltage regulator issues.

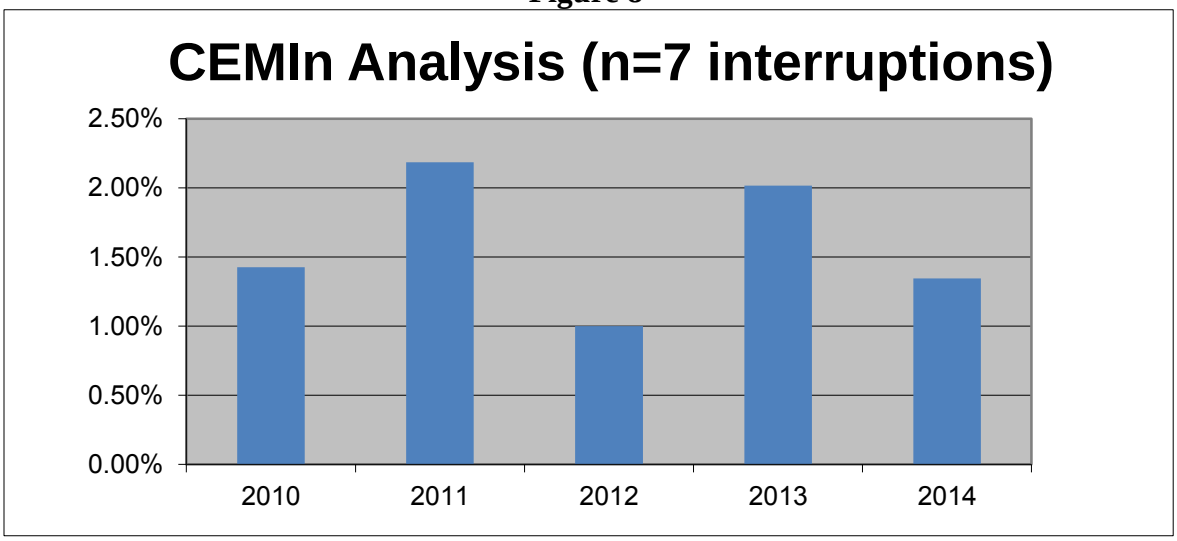
2. **Challenges in achieving reliability:** Otter Tail has the unique challenge of delivering reliable services to its customers across a large rural service territory; which has tremendous exposure to hazards such as vegetation, lightning, wind, and other weather related issues. Our IMS continues to provide optimized and focused deployment of our vegetation management resources to specific areas that are identified through the outage data collected within the IMS.

3. **Status update regarding wireless coverage within Otter Tail's Service Territory and impacts to the Interruption Monitoring System:** Otter Tail expects service life of the IMS to reach 2020, beyond the FCC identified fall off of 2G commercial wireless communications infrastructure, which the current voltage monitor utilizes. Otter Tail will migrate all voltage meters towards Verizon's CDMA 1XRTT communication protocol and replacing all GSM GPRS devices over the next three years to ensure reliable communications until 2020. At the end of 2014, Otter Tail has about 50 percent of the Minnesota devices

converted to Verizon's CDMA 1XRTT, with expected completion of all devices by the end of 2015. Otter Tail is currently investigating the next generation of interruption monitoring solutions (NextGen IMS) for beyond 2020.

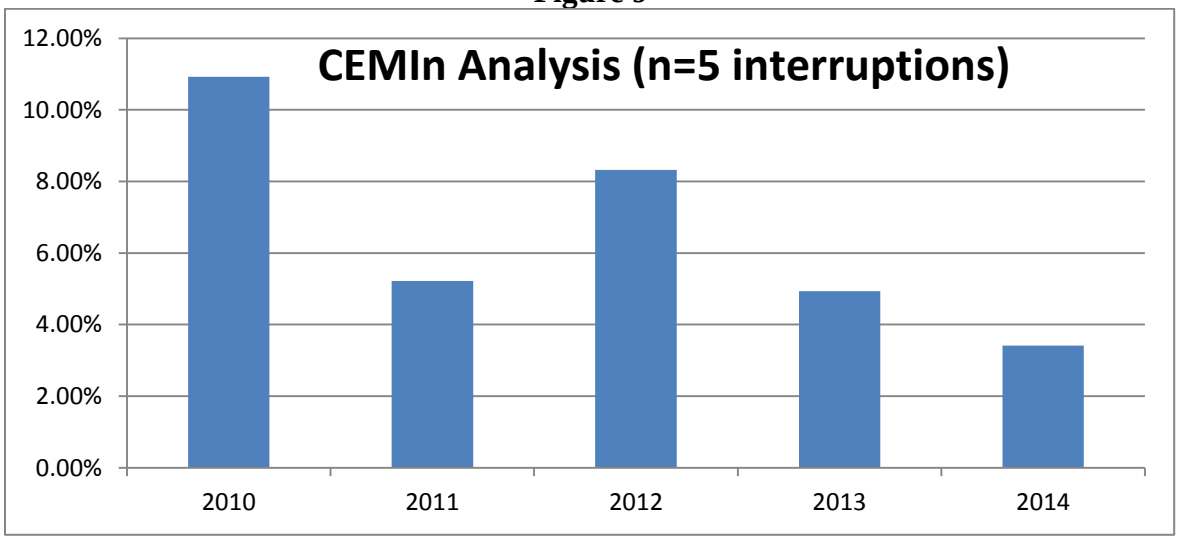
4. **Measuring reliability:** Otter Tail continues to calculate the Customers Experiencing Multiple Interruptions (CEMIn) index. The CEMIn index is an excellent indicator of how system improvements directly affect customer service. Deployment of resources on worst performing circuits has direct effects on the reliability indices and customer reliability. **Figure 8** shows the CEMIn results from 2010 to 2014. This graph shows how many customers on a company-wide basis experienced seven or more interruptions. For example in 2014 the percentage of customers experiencing seven or more interruptions was 1.3 percent, compared to 2013, which was 2 percent.

Figure 8



In 2012, Otter Tail began to track and analyze CEMI5 data. We believe the threshold of five allows us to better identify and consider actions to be taken to improve performance of transmission and distribution line sections. **Figure 9** below shows the percentage of customers on a company-wide basis who have experienced five or more sustained interruptions.

Figure 9



Figures 10, 11, and 12. The following graphs show Otter Tail's SAIDI, SAIFI and CAIDI for the period of 2005 through 2014. When compared to 2013 results, Minnesota customers experienced a decrease in overall SAIDI, SAIFI and CAIDI. Minnesota SAIDI is the lowest it has been since 2010. SAIFI continues to trend downward. CAIDI results show an 18 percent improvement over 2013.

Figure 10

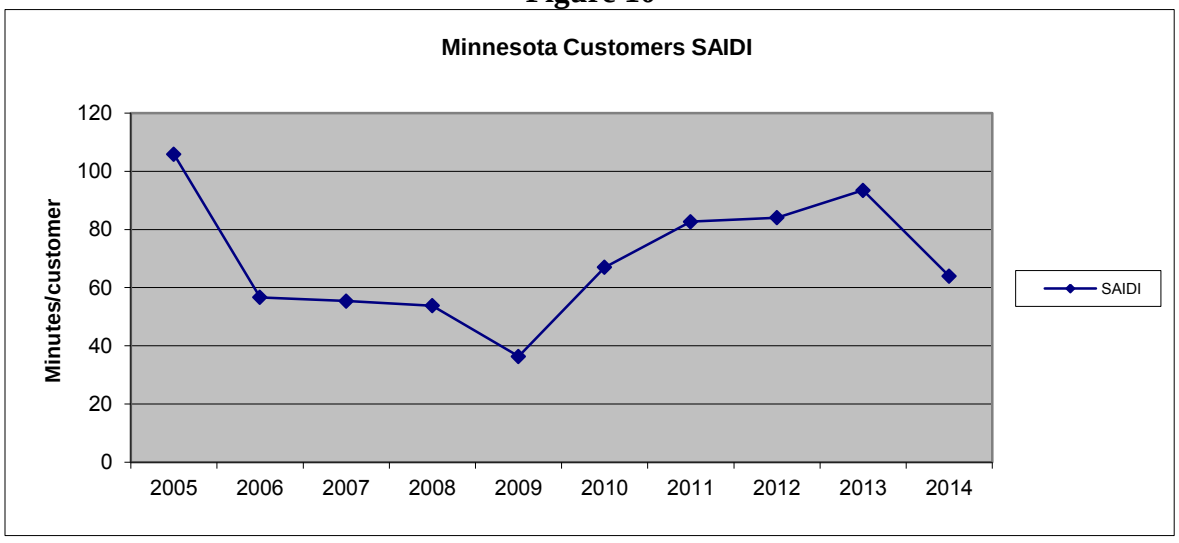


Figure 11

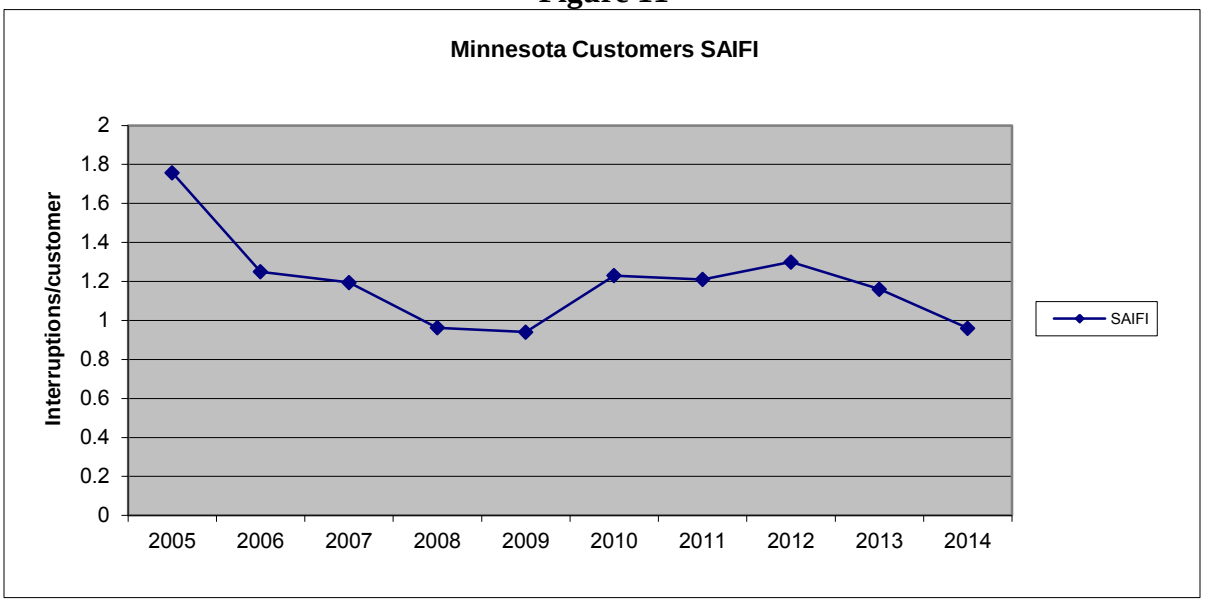
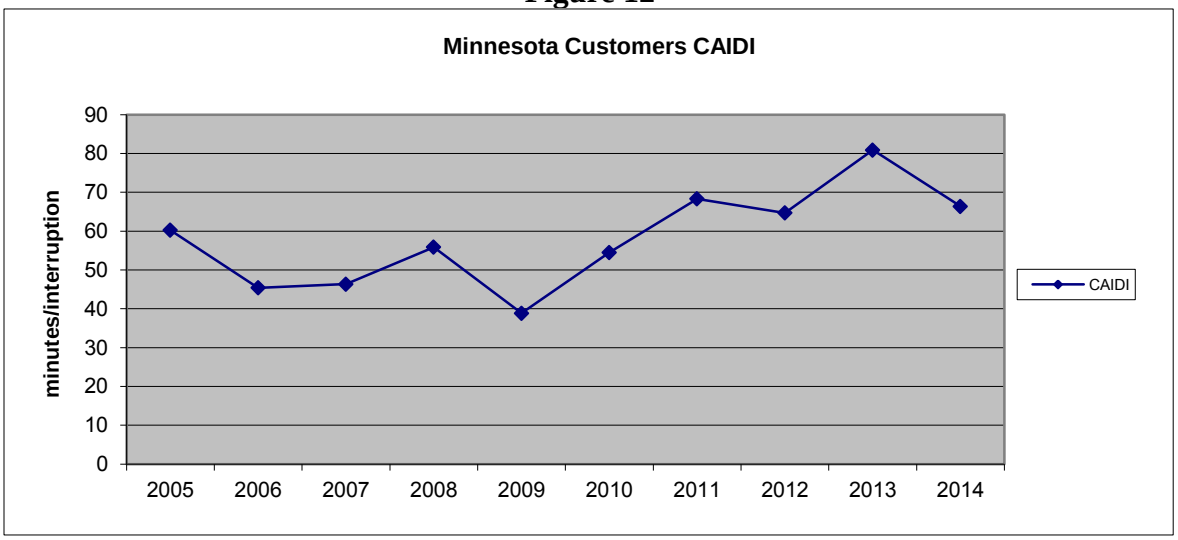


Figure 12



OTTER TAIL POLICIES, PROCEDURES, AND ACTIONS

In Compliance with the Commission's Order dated December 12, 2014 in Docket No. E017/M-14-279, Otter Tail provides the following description of the policies, procedures, and actions that it has previously implemented, and continues to utilize to improve reliability.

The following is a list of reports that continue to be distributed internally. These reports ensure that Otter Tail employees are aware of issues in the system on a timely basis and can respond quickly to maintain and improve overall system reliability.

1. Internal Reporting:
    a. **Weekly feeder reports:** Otter Tail publishes weekly feeder reports to area engineering and customer service staff that indicate worst performing circuits in relation to both momentary and sustained interruptions. The report classifies circuits by CSC and identifies worst performing feeders by week, month, 6-month, and one-year intervals. Otter Tail's Area Engineers and Operations Managers review these reports to determine what steps should be taken. Some cases require immediate action and others require a line patrol to determine the cause of an outage and the problem to be addressed. If an upgrade is required, the Area Engineer will gather data and follow through with a capital budget request. The ultimate goal is to remove the worst performing circuits from future lists of reoccurring incidents.
    b. **Monthly Transmission breaker operations report:** Otter Tail publishes and circulates to Area Engineers and CSC operations personnel on a monthly basis a list of the worst performing line sections determined by the number of circuit breaker operations. The Area Engineers and Operations Manager review these reports to determine whether any follow-up action is required. If the cause of the breaker operation is not known, a line patrol will be initiated.
    c. **Monthly Reliability Report:** Otter Tail distributes to all employees an overall summary of system performance as compared to internal KPI's. This report shows SAIDI, SAIFI, CAIDI, and MAIFI for the system, as well as each CSC.
    d. **Additional reporting:** Otter Tail also tracks CEMI on an annual basis and has internal KPI's that are reported and published to Otter Tail's Asset Management department.

2. Proactive Inspections and Testing:
    a. **Field Inspections:** Otter Tail conducts several periodic patrols and inspections throughout the transmission and distribution system. Transmission substations and lines are inspected and patrolled on an annual basis and more often when issues are identified. Distribution substations are inspected for safety and equipment concerns on a periodic basis. The oil in substation transformers are sampled and tested for dissolved gas. Transformers greater than 10 MVA are tested annually and transformers less than 10 MVA are tested every three years.
    b. **Pole integrity testing:** Otter Tail currently contracts for ground line inspections and treatment work of aged transmission poles for replacement identification. In 2008, we began inspection and treatment of distribution poles as well.
    c. **Underground Replacement:** Otter Tail continues its focus on replacing outdated and failing underground conductors. The Area Engineers proactively identify areas of concern and budget for replacement during the following year. Potential replacement candidates are identified and included in Otter Tail's Proactive UG Replacement project listing.

Additional Items: In addition to the above-mentioned items, Otter Tail also employs a number of other policies, procedures, and committees to evaluate reliability and safety concerns that include, but are not limited to:

Distribution Standards Committee
Line inspections
Workforce Planning Committee
Transformer Installation and Change-out Loading Guide
Voltage upgrades and evaluations as needed
Mobile underground fault locating vans and associated equipment
Wildlife protection and deterrent devices

V. RELIABILITY STANDARDS 7826.0600

PROPOSED RELIABILITY PERFORMANCE STANDARDS

Minnesota Rule 7826.0600, Subpart 1, requires utilities to file proposed reliability performance standards in the form of proposed numerical values for the SAIDI, SAIFI, and CAIDI for each of its work centers.

For Otter Tail's 2015 reliability standards, Otter Tail proposes to use a five-year average for SAIDI and SAIFI, and the resultant calculation for CAIDI for all CSC's that serve Minnesota customers.

Otter Tail's five-year history of reliability results, 2015 proposed reliability standards using the five-year average for SAIDI and SAIFI with CAIDI being SAIDI / SAIFI and frozen reliability standards at 2013 levels as ordered in **Docket No. E017/M-14-279 dated December 12, 2014** are provided in **Table 10**.

Table 10

Bemidji	SAIDI	SAIFI	CAIDI
2010	54.5	0.99	55.01
2011	71.86	1.08	66.61
2012	108.81	1.12	96.78
2013	90.57	1.11	81.43
2014	31.89	0.46	68.75
Five year average	**71.53**	**0.95**	**73.72**
2015 Proposed standards	**71.53**	**0.95**	**75.29**
Frozen standards at 2013 levels	**70.64**	**1.26**	**56.06**

Crookston	SAIDI	SAIFI	CAIDI
2010	45.97	0.92	49.76
2011	94.99	1.18	80.49
2012	139.89	2.24	62.36
2013	37.60	0.59	65.24
2014	131.53	1.54	85.36
Five year average	**90.00**	**1.29**	**68.64**
2015 Proposed standards	**90.00**	**1.29**	**69.77**
Frozen standards at 2013 levels	**69.33**	**1.19**	**58.26**

Fergus Falls	SAIDI	SAIFI	CAIDI
2010	91.04	1.37	66.45
2011	93.11	1.45	64.35
2012	55.05	1.12	49.08
2013	108.98	1.29	84.29
2014	72.75	1.10	66.05
Five year average	**84.19**	**1.27**	**66.04**
2015Proposed standards	**84.19**	**1.27**	**66.29**
Frozen standards at 2013 levels	**66.97**	**1.11**	**60.33**

Milbank	SAIDI	SAIFI	CAIDI
2010	105.99	3.26	32.49
2011	74.73	2.21	33.79
2012	81.25	1.26	64.65
2013	127.03	0.74	170.94
2014	6.25	0.05	137.04
Five year average	**79.03**	**1.50**	**87.78**
2015 Proposed standards	**79.03**	**1.50**	**52.69**
Frozen standards at 2013 levels	**75.49**	**1.82**	**41.48**

Morris	SAIDI	SAIFI	CAIDI
2010	52.74	1.27	41.60
2011	72.61	0.91	79.75
2012	67.12	1.03	65.38
2013	117.51	1.45	81.33
2014	32.10	0.75	42.70
Five year average	**68.42**	**1.08**	**62.15**
2014 Proposed standards	**68.42**	**1.08**	**63.35**
Frozen standards at 2013 levels	**55.78**	**1.01**	**55.23**

Wahpeton	SAIDI	SAIFI	CAIDI
2010	108.93	2.48	43.93
2011	64.59	1.65	39.11
2012	34.41	1.05	32.64
2013	45.78	1.28	35.88
2014	110.70	2.30	48.23
Five year average	**72.88**	**1.75**	**39.96**
2014 Proposed standards	**72.88**	**1.75**	**41.65**
Frozen standards at 2013 levels	**57.24**	**1.13**	**50.65**

Minnesota System	SAIDI	SAIFI	CAIDI
2010	67.02	1.23	54.51
2011	83.54	1.21	69.00
2012	84.05	1.30	64.67
2013	93.51	1.16	80.86
2014	63.93	0.96	66.37
Five year average	**78.41**	**1.17**	**67.08**
2014Proposed standards	**78.41**	**1.17**	**67.02**
Frozen standards at 2013 levels	**64.95**	**1.13**	**57.48**

Five year Average by CSC	SAIDI	SAIFI	CAIDI
Bemidji	71.53	0.95	73.72
Crookston	90.00	1.29	68.64
Fergus Falls	84.19	1.27	66.04
Milbank	79.03	1.50	87.78
Morris	68.42	1.08	62.15
Wahpeton	72.88	1.75	39.96
MN Total	**78.41**	**1.17**	**67.08**

VI. REPORTING METER-READING PERFORMANCE 7826.1400

Minnesota Rule 7826.1400, **Reporting Meter Reading Performance, requires utilities to provide a detailed report on the utility's meter-reading performance.** In compliance with this rule, Otter Tail provides the following for its meter reading performance for 2014.

A. The number and percentage of customer meters ready by utility personnel.

Table 11
Otter Tail Power Company Meter Reading Performance
January 1, 2014 to December 31, 2014
Utility Personnel Read Meters – MN

	RESIDENTIAL	SMALL COMMERCIAL	INDUSTRIAL	TOTAL	TOTAL ESTIMATE READS	TOTAL SELF-READ	OTP System Total	% read by utility personnel
January	59,567	13,572	1,375	74,514	1,982	1,410	77,906	95.65%
February	59,448	13,547	1,378	74,373	1,979	1,410	77,762	95.64%
March	59,890	13,633	1,382	74,905	1,502	1,413	77,820	96.25%
April	59,898	13,735	1,396	75,029	1,497	1,415	77,941	96.26%
May	60,035	14,213	1,394	75,642	1,626	1,417	78,685	96.13%
June	60,155	14,232	1,388	75,775	2,755	1,419	79,949	94.78%
July	60,578	14,213	1,388	76,179	2,482	1,419	80,080	95.13%
August	60,344	14,236	1,387	75,967	2,622	1,419	80,008	94.95%
September	61,278	14,401	1,397	77,076	1,618	1,420	80,114	96.21%
October	61,031	14,289	1,391	76,711	1,433	1,418	79,562	96.42%
November	59,832	14,082	1,384	75,298	1,979	1,415	78,692	95.69%
December	60,876	13,756	1,386	76,018	807	1,412	78,237	97.16%

B. The number and percentage of customer meters self-read by customer.

Table 12
Otter Tail Power Company Meter Reading Performance
Jan 1, 2014 - Dec 31, 2014
Customer Self Read Meters – MN

	RESIDENTIAL	SMALL COMMERCIAL	INDUSTRIAL	TOTAL	OTP System Total	% read by customer
January	975	435	.	1,410	77,667	1.82%
February	977	433	.	1,410	77,660	1.82%
March	981	432	.	1,413	77,601	1.82%
April	982	433	.	1,415	77,658	1.82%
May	984	433	.	1,417	78,444	1.81%
June	984	435	.	1,419	79,823	1.78%
July	984	435	.	1,419	79,818	1.78%
August	987	432	.	1,419	79,902	1.78%
September	987	433	.	1,420	79,946	1.78%
October	986	432	.	1,418	79,324	1.79%
November	985	430	.	1,415	78,501	1.80%
December	984	428	.	1,412	77,969	1.81%

C. The number and percentage of customer meters that have not been read by utility personnel for periods of 6 to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read.

In 2014, Otter Tail had three customers' accounts, which were not read for a period of 6-12 months. One is a small general service meter located in a locked business that has since changed hands. The owner of that business was gone for several months and we did not have access to the meter. The second is a residential customer whose meters are inside their dwelling. We do not have access to the meters. The customer has been asked to be a self-read customer, but is not providing readings to us. Access to the meter is dependent upon customer's availability. The third is a small general service account. The meters are located inside the fenced, runway area of the airport. Because of security, we are required to have airport personnel escort us to read these meters. If no one is available to escort, the meters may be estimated. There were no meters that were not read for a time period of greater than 12 months.

D. Data on monthly meter-reading staffing levels, by work center or geographical area.

Table 13

CSC	Title	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Bemidji	Service Rep	8	8	8	8	8	8	8	8	8	8	7	7
Bemidji	App. Service Rep											1	1
Crookston	Service Rep	10	10	10	10	10	10	10	10	10	10	10	10
Fergus Falls	Service Rep	16	16	16	16	16	16	16	16	16	14	15	15
*Milbank	Service Rep	9	9	9	9	10	10	9	9	10	10	10	10
*Milbank	App.Service Rep							1	1		1	1	1
Morris	Service Rep	14	14	14	14	14	14	14	14	14	14	14	14
Morris	Meter Reader	1	1	1	1	1	1	1	1	1	1	1	1
**Wahpeton	Service Rep	10	10	10	10	10	10	10	10	10	10	10	10
Grand Total		68	68	68	68	69	69	69	69	69	68	69	69

Otter Tail utilizes its Service Representatives to read its meters on a monthly basis except in the following towns where a third party reads the Company's meters:

Audubon, MN	Eldred, MN	Perham, MN
Battle Lake, MN	Fergus Falls, MN	Shevlin, MN
Bemidji, MN	Fisher, MN	Solway, MN
Campbell, MN	Frazee, MN	Tenney, MN
Clearbrook, MN	Gonvick, MN	Trail, MN
Climax, MN	Gully, MN	Twin Valley, MN
Clitherall, MN	Kent, MN	Ulen, MN
Crookston, MN	Mahnomen, MN	Vergas, MN
Detroit Lakes, MN	Oklee, MN	Vining, MN
Doran, MN	Pelican Rapids, MN	Waubun, MN
		Wilton, MN

*The Milbank CSC serves customers in both Minnesota and South Dakota and the number of employees represents all employees for the CSC.

**The Wahpeton CSC Center serves customers in Minnesota, North Dakota and South Dakota and the number of employees represents all employees for the CSC.

VII. REPORTING INVOLUNTARY DISCONNECTIONS 7826.1500

Minnesota Rule 7826.1500, **Reporting Involuntary Disconnections, requires utilities to provide a detailed report on involuntary disconnections of service.** In compliance with this rule, Otter Tail provides its report of involuntary disconnections of service.

A. Number of customers who received disconnection notices.

Table 14

Month	Large Commercial	Residential	Small Commercial	Grand Total
January	22	3,403	360	3,785
February	30	3,743	435	4,208
March	26	3,871	473	4,370
April	27	4,023	464	4,514
May	35	4,737	499	5,271
June	23	3,751	429	4,203
July	29	3,529	358	3,916
August	23	3,856	375	4,254
September	23	3,520	344	3,887
October	23	3,690	376	4,089
November	20	2,976	323	3,319
December	28	3,795	400	4,223
Grand Total	309	44,894	4836	50,039

B. Number of customers who sought cold weather rule protection under Minnesota Statutes §216B.096 and §216B.097 and the number who were granted cold weather rule protection.

Table 15

Month	Customers who sought Cold Weather Rule Protection in 2014	Number Granted Cold Weather Protection in 2014
January	331	330
February	217	215
March	202	202
April	33	33
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	216	216
November	214	211
December	217	217

C. Total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours.

Table 16

7826.1500 Subpart C - Customers involuntarily disconnected in 2014				
Month	**Customer Class**	**Disconnected For more than 24 hours**	**Service Restored within 24 hours**	**Grand Total**
January	Residential	36	58	94
	Small Commercial	2	1	3
January Total		38	59	97
February	Residential	26	34	60
	Small Commercial	0	0	0
February Total		26	34	60
March	Residential	89	85	174
	Small Commercial	7	1	8
March Total		96	86	182
April	Residential	86	77	163
	Small Commercial	4	2	6
April Total		90	79	169
May	Residential	142	97	239
	Small Commercial	4	1	5
May Total		146	98	244
June	Residential	114	89	203
	Small Commercial	5	3	8
June Total		119	92	211
July	Residential	88	44	132
	Small Commercial	3	1	4
July Total		91	45	136
August	Residential	70	43	113
	Small Commercial	2	2	4
August Total		72	45	117
September	Residential	83	47	130
	Small Commercial	6	3	9
September Total		89	50	139
October	Residential	41	36	77
	Small Commercial	2	0	2
October Total		43	36	79
November	Residential	7	6	13
	Small Commercial	4	2	6
November Total		11	8	19
December	Residential	12	3	15
	Small Commercial	2	0	2
December Total		14	3	17
Grand Total		835	635	1470

D. Number of disconnected customers restored to service by entering into a payment plan.

Table 17

Month	Residential	Small Commercial	Large Commercial	Total
January	11	0	0	11
February	17	0	0	17
March	18	0	0	18
April	15	0	0	15
May	15	0	0	15
June	10	1	0	11
July	6	0	0	6
August	3	0	0	3
September	4	1	0	5
October	1	0	0	1
November	4	0	0	4
December	0	0	0	0
Totals	104	2	0	106

VIII. REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES 7826.1600

Minnesota Rule 7826.1600, Reporting Service Extension Request Response Times, requires utilities to provide a report on service extension request response times. In compliance with this rule, Otter Tail provides in **Table 18** below its report of service extension request response times by customer class for each calendar month, in the following categories:

A. The number of customers requesting service to a location not previously served by Otter Tail and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

B. The number of customers requesting service to a location previously served by the utility but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.

Table 18

7826.1600 - Otter Tail Power Company Service Extension Request Response Time report - 2014

		Days	Large Commercial	Residential	Small Commercial	Grand Total
January	**Locations not previously served**	**0**		24	7	31
	Locations previously served	**0**	1	74	14	89
		1		1		1
January Total			**1**	**99**	**21**	**121**
February	**Locations not previously served**	**0**		1	5	6
	Locations previously served	**0**		60	4	64
February Total				**61**	**9**	**70**
March	**Locations not previously served**	**0**		11	4	15
	Locations previously served	**0**		90	12	102
March Total				**101**	**16**	**117**
April	**Locations not previously served**	**0**		31	8	39
	Locations previously served	**0**		177	57	234
		1		1		1
April Total				**209**	**65**	**274**
May	**Locations not previously served**	**0**		11	12	23
	Locations previously served	**0**		284	32	316
May Total				**295**	**44**	**339**
June	**Locations not previously served**	**0**		38	13	51
	Locations previously served	**0**		232	24	256
June Total				**270**	**37**	**307**

7826.1600 - Otter Tail Power Company Service Extension Request Response Time report - 2014						
July	**Locations not previously served**	**0**		21	11	32
	Locations previously served	**0**		215	20	235
		22		1		1
July Total				**237**	**31**	**268**
August	**Locations not previously served**	**0**		27	12	39
	Locations previously served	**0**		252	19	271
August Total				**279**	**31**	**310**
September	**Locations not previously served**	**0**		14	9	23
	Locations previously served	**0**		162	13	175
September Total				**176**	**22**	**198**
October	**Locations not previously served**	**0**		20	16	36
	Locations previously served	**0**		184	18	202
		1		2		2
		3		1		1
October Total				**207**	**34**	**241**
November	**Locations not previously served**	**0**		18	12	30
	Locations previously served	**0**		110	11	121
November Total				**128**	**23**	**151**
December	**Locations not previously served**	**0**		10	17	27
	Locations previously served	**0**	1	84	9	94
		1		1		1
December Total			**1**	**95**	**26**	**122**
Grand Total			**2**	**2,157**	**359**	**2,518**

IX. REPORTING CALL CENTER RESPONSE TIMES 7826.1700

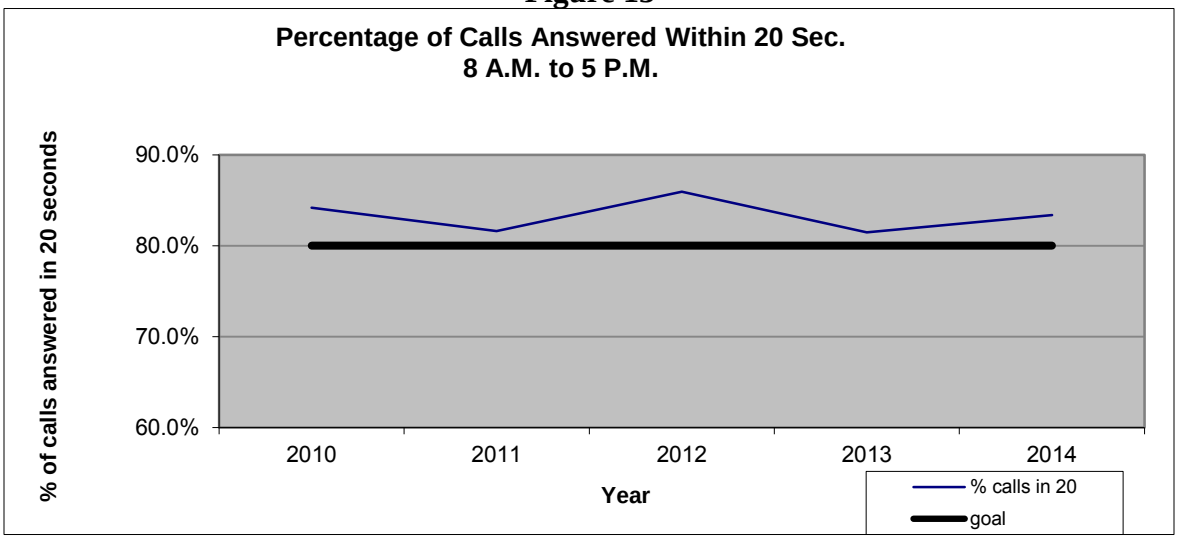
Minnesota Rule 7826.1700, Reporting Call Center Response Times, requires utilities to provide a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of information. In compliance with this rule, Otter Tail provides its report of call center response times for 2014 in **Table 19**. **Figure 13** shows a historical graph showing the percent of calls answered within 20 seconds.

Table 19

	(A)	(B)	(C)	(D)	(E)
Month	**Offered**	**Calls Abandoned**	**Calls Answered after 20 Seconds**	**Answered within 20 Seconds**	**Percent Answered within 20 seconds[1]**
January-2014	4,163	43	564	3,556	85.42%
February-2014	3,749	50	430	3,269	87.20%
March-2014	4,062	125	499	3,438	84.64%
April-2014	4,032	105	426	3,501	86.83%
May-2014	4,414	281	1,019	3,114	70.55%
June-2014	3,988	173	745	3,070	76.98%
July-2014	3,916	96	638	3,182	81.26%
August-2014	3,173	19	331	2,823	88.97%
September-2014	3,427	100	538	2,789	81.38%
October-2014	3,589	46	489	3,054	85.09%
November-2014	2,784	17	255	2,512	90.23%
December-2014	3,076	28	357	2,691	87.48%
Total	44,373	1,083	6,291	36,999	83.38%

[1]Column (D) / Column (A) = Percent answered within 20 Seconds

Figure 13



X. REPORTING EMERGENCY MEDICAL ACCOUNT STATUS 7826.1800

Minnesota Rule 7826.1800, Reporting Emergency Medical Account Status, requires utilities to provide a report that includes the number of customers who requested emergency medical account status under Minnesota Statutes, section 216B.098 subdivision 5, the number whose applications were granted, and the number whose applications were denied and the reason for each denial. In compliance with this rule, Otter Tail reports that during 2014, Otter Tail had 17 Minnesota customers request emergency medical account status. Otter Tail granted this status to all 17 customers.

XI. REPORTING CUSTOMER DEPOSITS 7826.1900

Minnesota Rule 7826.1900, Reporting Customer Deposits, requires utilities to provide a report on the number of customers who were required to make a deposit as a condition of receiving service. In compliance with this rule, Otter Tail reports that 783 customers were required to make a deposit as a condition of receiving service during 2014. The number of deposit requests decreased by 112 when compared to 2013.

XII. REPORTING CUSTOMER COMPLAINTS 7826.2000

Minnesota Rule 7826.2000, Reporting Customer Complaints, requires utilities to provide a detailed report on complaints by customer class and calendar month. In compliance with this rule, Otter Tail provides the following information on complaints the Company received during 2014.

A & B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service extension intervals, service restoration intervals, and any other identifiable subject matter involved in five percent or more of the customer complaints.

Table 20

Complaint Type	Total	Percent of Total
Alleged billing errors	11	11%
Inaccurate metering	4	4%
Wrongful disconnection	9	9%
High bills	12	12%
Inadequate Service	4	4%
Service extension	1	1%
Service restoration	4	4%
Other	53	54%
	98	100%

*Other – this category contains any complaints not included within the various complaint sections in our Customer information System. The types of complaints included in the "Other" category include such things as property damage, tree trimming, and area and street light issues.

C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.

Table 21

Resolved by	Total	Percentage
(1) Resolved on Initial Inquiry	83	82.65%
(2) Resolved within 10 days	12	13.26%
(3) Resolved in greater than 10 days	3	4.09%
Grand Total	98	100.00%

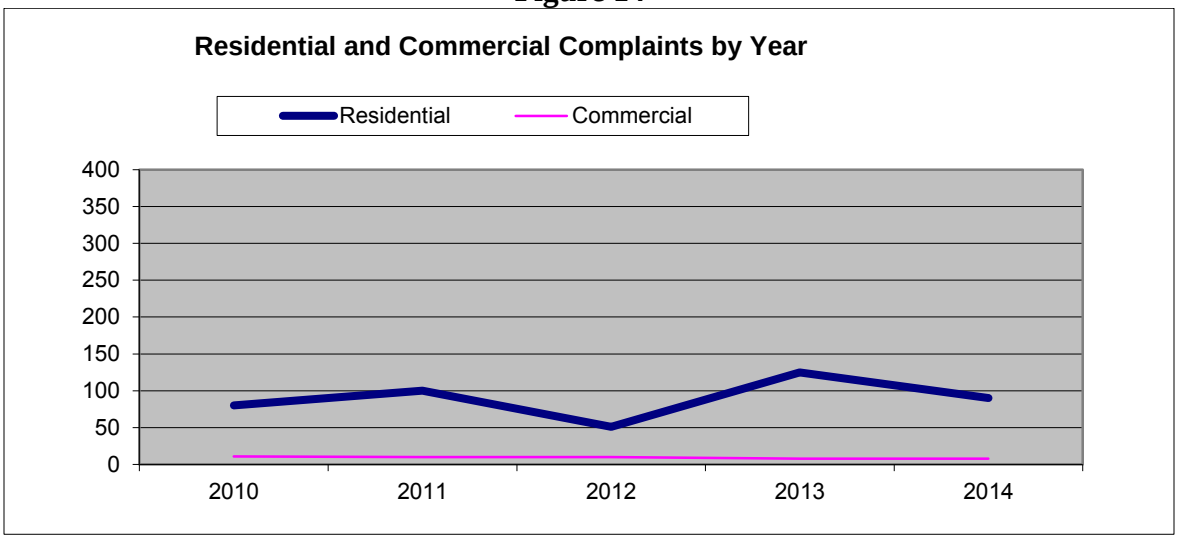
D. The number and percentage of all complaints resolved by taking any of the following actions: (1) taking the action the customer requested; (2) taking an action the customer and the utility agree is an acceptable compromise, (3) providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility or (4) refusing to take the action the customer requested.

Table 22

Action Taken	Total	Percentage
(1) Took action the Customer requested	32	31.28%
(2) Provided the customer with information that demonstrates that the situation complained of is not reasonably within the control of Otter Tail	25	28.23%
(3) Took an action the customer and the utility agree is a acceptable compromise	16	16.04%
(4) Refused to take action the customer requested	25	24.46%
Grand Total	98	100.00%

Figure 14 below is a graph showing complaints by customer class for the previous five years.

Figure 14



E. The number of complaints forwarded to the utility by the Commission's Customer Affairs Office for further investigation and action.

Otter Tail received three customer complaints in 2014 that were forwarded from the Commission's Consumer Affairs Office, all of which have been resolved. The number of complaints received in 2014 decreased by three when compared to 2013.

Otter Tail provides the following information as ordered by the Commission Order dated June 5, 2009 in Docket No. E999/CI-08-948. The Commission ordering paragraph 1. A. required that beginning on April 1, 2010, and annually thereafter, utilities shall file reports on past, current, and planned smart grid projects, with a description of those projects, including: total costs, cost effectiveness, improved reliability, security, system performance, and societal benefit, with their electric service quality reports. **The Commission Order dated December 31, 2014 closed Docket No. E999/CI-08-948**.

From: Fyhrie, Jessica
Sent: Monday, February 24, 2014 8:22 AM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory; Erstad, Sue
Subject: Otter Tail Power Company interruption on February 21, 2014

Categories: Minnesota

DATE: 2/21/2014

FROM 2:40:27 pm until 5:05:08 pm = 02:28:38

LOCATION: Fergus Falls - Rush-Ottertail Lake-South Feeder - Affecting NE side of Otter Tail Lake and Rush Lake customers

CUSTOMER COUNT: 575

CAUSE OF OUTAGE: Broken Tie wire, floating conductor. Had to wait nearly 45 minutes for GRE to close switch in their substation.

Thanks!!

Jess

Jessica Fyhrie | **Otter Tail Power Company**
State Regulatory Compliance Specialist

Office (218) 739-8395
Email: jfyhrie@otpco.com

From: Stay, Maureen
Sent: Thursday, February 27, 2014 10:41 AM
To: Regulatory; consumer.puc@state.mn.us
Subject: Major Service Interruption Notification

Categories: Minnesota

The following outage occurred on 2-26-14.

Location: Bemidji, Mn.
Date: February 26, 2014
Interruption time: 5:12pm
Cause: Tree in line, high winds at the time of incident
Customer affected: 760 customers
Duration of interruption: 2:32:46 hours

Please feel free to contact me if there are questions.

Maureen Stay
Otter Tail Power Co.
Manager, Customer Service
Bemidji/Crookston CSC
218-739-8233

MAJOR SERVICE INTERRUPTION REPORT

Date: 5/2/2014

Location of the service interruption: Rural Ottertail City and Henning, MN
(NORTH FEEDER-OTTERTAIL)

Time of service interruption: 12:31 pm to 1:35 pm

Cause of service interruption: A cement truck got tangled into our power lines

Number of customers affected: 549

Estimate duration of the service interruption: (1 hour and 3 minutes)

For further information please contact Otter Tail Power Company's Regulatory department at OTPRegulatory@otpco.com or by calling Jessica Fyhrie at 218-739-8395.

From: Fyhrie, Jessica
Sent: Tuesday, July 22, 2014 10:37 AM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on July 21-22, 2014

Categories: Minnesota

Date: 7/21/2014 to 7/22/2014

From: 10:48:43 PM to 12:08:02 AM (01:19:38 –Total outage time)

Location: Device 16772 OTTERTAIL – NORTH FEEDER. (Town of Ottertail City).

Customer Count: 549

Cause of Outage: Major storm in the area: High winds and trees on lines.

Please let me know if you have any questions or concerns.
Thanks!!
Jess

Jessica Fyhrie | Otter Tail Power Company
State Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

From: Fyhrie, Jessica
Sent: Tuesday, July 22, 2014 11:29 AM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on July 21-22, 2014 - Crookston area

Categories: Minnesota

Due to the storms that rolled through the Crookston area last evening we offer the following information regarding subsequent customer outages:

Red Lake Falls had 1002 customers out for ranging between 1:28 hrs. to 1:49 hours.

Crookston had total of 2027 customer out, with varying times of restoration. The longest outage was 8:20hrs.

There are still two areas where power has not been restored: The Woods Addition, which has approx. 100 customers, and an area south of Euclid St, which has approx. 25 customers.

There are still many individual accounts without power, due to trees, lines or poles down.

We will send an update once service has been restored.

Please contact me with any questions or concerns.
Thanks!!
Jess
Jessica Fyhrie | Otter Tail Power Company
State Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

From: Fyhrie, Jessica
Sent: Monday, August 18, 2014 12:59 PM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on August 15, 2014 - Fergus Falls

Categories: Minnesota

Date: August 15, 2014

From: 8:09:56 to 9:21:11 (Total Outage Time: 01:11:15)

Location: Fergus Northeast – Hospital & Sheridan Ave.

Customer count: 787

Cause of Outage: Vandals count off our padlock and opened up switch # 63. Fergus Falls Police Department is investigating.

I apologize for the delayed reporting.
Thanks!!
Jess

Jessica Fyhrie | Otter Tail Power Company
Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

From: Fyhrie, Jessica
Sent: Monday, August 25, 2014 8:46 AM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on August 24, 2014 - Crookston area

Categories: Minnesota

Otter Tail experienced an outage Sunday August 24, 2014.

Date: August 24, 2014

Duration: beginning at approximately 5:24am lasting 2 hours 25 minutes

Location: Barrette St. Substation, South OCR 2

Customer Count: 564

Cause of Outage: equipment failure caused by a storm

Please let me know if you have any questions or concerns.
Thanks!!
Jess

Jessica Fyhrie | Otter Tail Power Company
Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

From: Fyhrie, Jessica
Sent: Thursday, September 04, 2014 1:24 PM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on September 4, 2014

Categories: Minnesota

Date: September 4, 2014

From: 6:09:01 to 7:24:00 (Total outage time: 01:15:05)

Location: Device: 16780-Otter Outlet-East Feeder – Customers along Highway 78 going North out of Battle Lake.

Customer Count: 672

Cause of Outage: Storm with Lightening, High Winds and Rain, caused downed trees.

Please contact me with any questions or concerns.
Thanks!!
Jess

Jessica Fyhrie | Otter Tail Power Company
Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

From: Fyhrie, Jessica
Sent: Monday, September 08, 2014 8:44 AM
To: staff, cao (PUC) (consumer.puc@state.mn.us)
Cc: Regulatory
Subject: Otter Tail Power Company interruption on September 7, 2014

Categories: Minnesota

DATE: Sunday, September 7, 2014

From: 8:03:26 to 9:12:43 (Outage Time 01:09:17)

Location: City of Perham, MN – Feeder serving the Northern area

Customer count: 1024

Cause of Outage: We had a squirrel get into the Buss on the east Perham Substation Xfrmr yesterday around 8:00 am . It opened the circuit switch and motor operator on the 115 kv . We had to make repairs to a load jumper on the North Feeder .. fault burned off the ends of the buss and splattered up a couple buss support insulators and disconnects.

Please contact me with any questions or concerns.
Thanks!!
Jess

Jessica Fyhrie | Otter Tail Power Company
Regulatory Compliance Specialist
(218) 739-8395
jfyhrie@otpco.com

CERTIFICATE OF SERVICE

RE: In the Matter of Otter Tail Power Company 2014 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2015
Docket No. E017/M-15-___

I, Jana Emery, hereby certify that I have this day served a copy of the following, or a summary thereof, on Daniel P. Wolf 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
Annual Report

Dated this **1st** day of **April**, **2015**

/s/ JANA EMERY
Jana Emery
Regulatory Filing Coordinator
Otter Tail Power Company
215 South Cascade Street
Fergus Falls MN 56537
(218) 739-8879

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