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September 26, 2022

Mr. William Seuffert
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 2021 Annual Safety,
Reliability and Service Quality Report and Proposed SAIFI,
SAIDI and CAIDI Reliability Standards for 2022
Docket No. E017/M-22-159
Amendment to SRSQ Report**

Dear Mr. Seuffert:

Otter Tail Power Company (Otter Tail) submits this letter in the above referenced matter to amend Table 25 on page 60 of our 2021 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI, and CAIDI Reliability Standards for 2022 filed on April 1, 2022.

Commission staff brought forward a question regarding column titled "Calls Answered After 20 Seconds." The numbers for that section matched our "Calls Answered After 20 Seconds" that were submitted in our 2020 SRSQ report. In researching the numbers, the formula used to obtain the numbers did not follow from the 2020 Table 25 into the 2021 Table 25.

The following is the corrected Table 25 that should replace Table 25 in the report filed on April 1, 2022. This corrected table shows a decrease from the originally filed 93.26 percent of total calls for the year answered within 20 seconds to 90.29 percent.

Table 25

Month	Offered	Calls Abandoned	Calls Answered after 20 Seconds	Answered within 20 Seconds	Percent Answered within 20 Seconds
January	3,501	10	149	3,342	95.46%
February	3,309	3	68	3,238	97.85%
March	3,923	4	71	3,848	98.09%
April	3,960	4	71	3,885	98.11%
May	4,013	4	131	3,878	96.64%
June	5,093	21	378	4,694	92.17%
July	4,933	34	694	4,205	85.24%
August	6,222	176	1,406	4,640	74.57%
September	5,495	17	479	4,999	90.97%
October	5,112	15	451	4,646	90.88%
November	4,301	28	516	3,757	87.35%
December	3,885	211	278	3,396	87.41%
Total	53,747	527	4,692	48,528	90.29%

Otter Tail has electronically filed this document with the Minnesota Public Utilities Commission and on all persons on the official service list for the above-referenced docket. A Certificate of Service is also enclosed.

Please contact me at (218) 739-8443 or ckremeier@otpc.com, if you have any questions.

Sincerely,

/s/ Collin Kremeier
Collin Kremeier
Supervisor, Customer Care

vjm
Enclosures
By electronic filing
c: Service List

CERTIFICATE OF SERVICE

**RE: In the Matter of Otter Tail Power Company 2021 Annual
Safety, Reliability and Service Quality Report and Proposed
SAIFI, SAIDI and CAIDI Reliability Standards for 2022
Docket No. E017/M-22-159**

I, Valerie Moxness, hereby certify that I have this day served a copy of the following, or a summary thereof, on Will Seuffert 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
Amendment to SRSQ Report**

Dated this 26th day of September, 2022.

/s/ Valerie Moxness
Valerie Moxness
Regulatory Filing Coordinator
Otter Tail Power Company
215 South Cascade Street
Fergus Falls MN 56537
(218) 739-8346

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Ray	Choquette	rchoquette@agp.com	Ag Processing Inc.	12700 West Dodge Road PO Box 2047 Omaha, NE 68103-2047	Electronic Service	No	OFF_SL_22-159_22-159
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_22-159_22-159
Brooke	Cooper	bcooper@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	OFF_SL_22-159_22-159
James C.	Erickson	jericksonkbc@gmail.com	Kelly Bay Consulting	17 Quechee St Superior, WI 54880-4421	Electronic Service	No	OFF_SL_22-159_22-159
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_22-159_22-159
Jessica	Fyhrie	jfyhrie@otpc.com	Otter Tail Power Company	PO Box 496 Fergus Falls, MN 56538-0496	Electronic Service	Yes	OFF_SL_22-159_22-159
Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association	4300 220th St W Farmington, MN 55024	Electronic Service	No	OFF_SL_22-159_22-159
Nick	Kaneski	nick.kaneski@enbridge.com	Enbridge Energy Company, Inc.	11 East Superior St Ste 125 Duluth, MN 55802	Electronic Service	No	OFF_SL_22-159_22-159
James D.	Larson	james.larson@avantenergy.com	Avant Energy Services	220 S 6th St Ste 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-159_22-159
Kavita	Maini	kmaini@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_22-159_22-159

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Andrew	Moratzka	andrew.moratzka@stoel.com	Steel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_22-159_22-159
Matthew	Olsen	molsen@otpc.com	Otter Tail Power Company	215 South Cascade Street Fergus Falls, MN 56537	Electronic Service	No	OFF_SL_22-159_22-159
Wendi	Olson	wolson@otpc.com	Otter Tail Power Company	215 South Cascade Fergus Falls, MN 56537	Electronic Service	No	OFF_SL_22-159_22-159
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_22-159_22-159
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th Pl E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_22-159_22-159
Cary	Stephenson	cStephenson@otpc.com	Otter Tail Power Company	215 South Cascade Street Fergus Falls, MN 56537	Electronic Service	Yes	OFF_SL_22-159_22-159
Stuart	Tommerdahl	stommerdahl@otpc.com	Otter Tail Power Company	215 S Cascade St PO Box 496 Fergus Falls, MN 56537	Electronic Service	Yes	OFF_SL_22-159_22-159