

Montana Dakota Utilities

Black Hills

Rapid City District

Quarters 1 & 2 2020



Summary

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Rapid City District

Qtrs 1 & 2 2019 - 2020

	2019	2020
Late Tickets	98	123
Tickets Received	5922	7354
On-Time Performance	98.35%	98.33%
Damage Investigations	15	24
At Fault Damages	2	2
Ratio Per Thousand	0.34	0.27

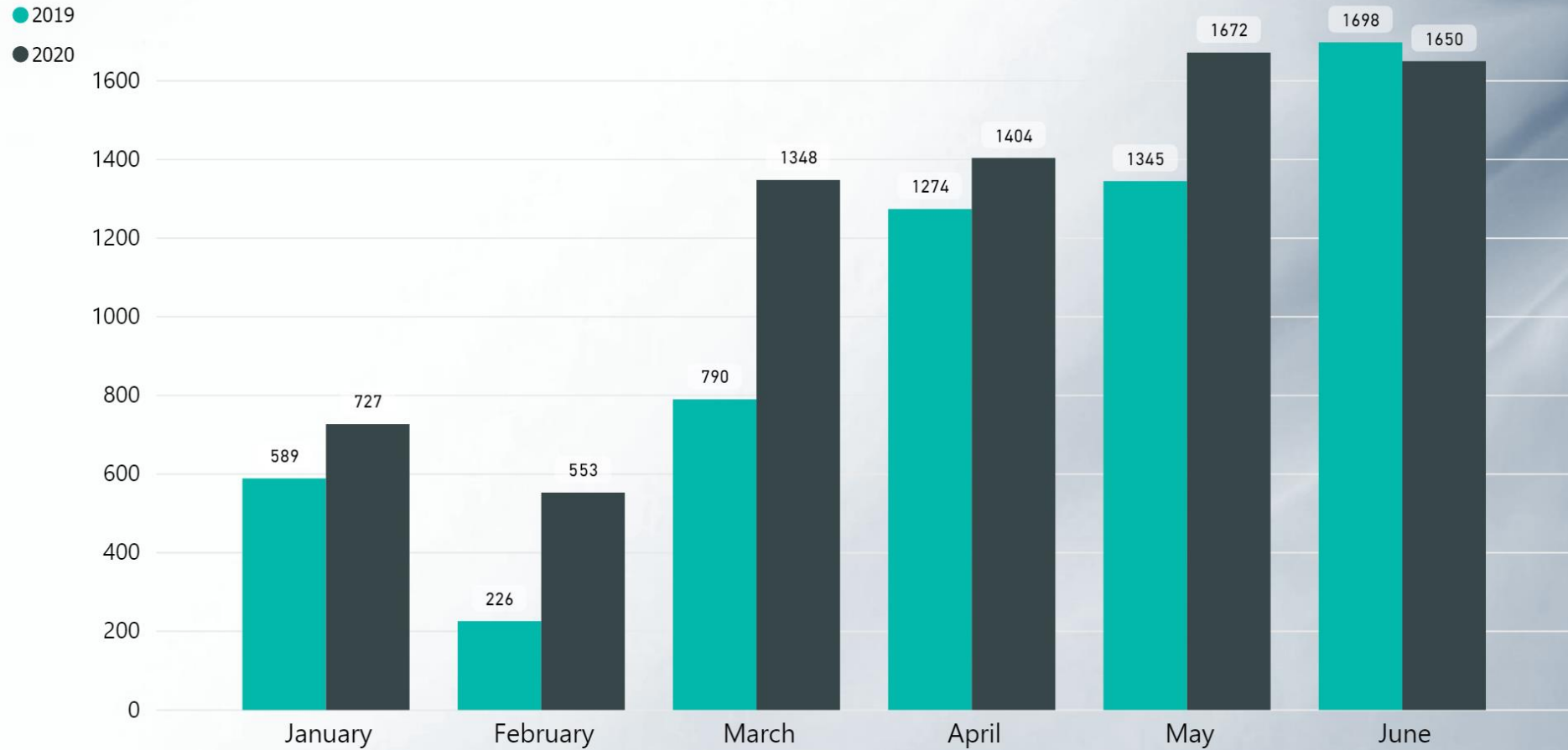
Year	2019						2020					
Quarter	Qtr 1			Qtr 2			Qtr 1			Qtr 2		
	January	February	March	April	May	June	January	February	March	April	May	June
Late Tickets	7	7	15	13	19	37	16	28	18	23	18	20
Tickets Received	589	226	790	1274	1345	1698	727	553	1348	1404	1672	1650
On-Time Performance	98.81%	96.90%	98.10%	98.98%	98.59%	97.82%	97.80%	94.94%	98.66%	98.36%	98.92%	98.79%
Damage Investigations	0	1	5	1	1	7	3	0	5	3	7	6
At Fault Damages	0	0	1	0	0	1	1	0	1	0	0	0
Ratio Per Thousand	0.00	0.00	1.27	0.00	0.00	0.59	1.38	0.00	0.74	0.00	0.00	0.00

Monthly Ticket Totals

| Black Hills

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Qtrs 1 & 2 2019 - 2020



On-Time Performance

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Qtrs 1 & 2 2019 - 2020



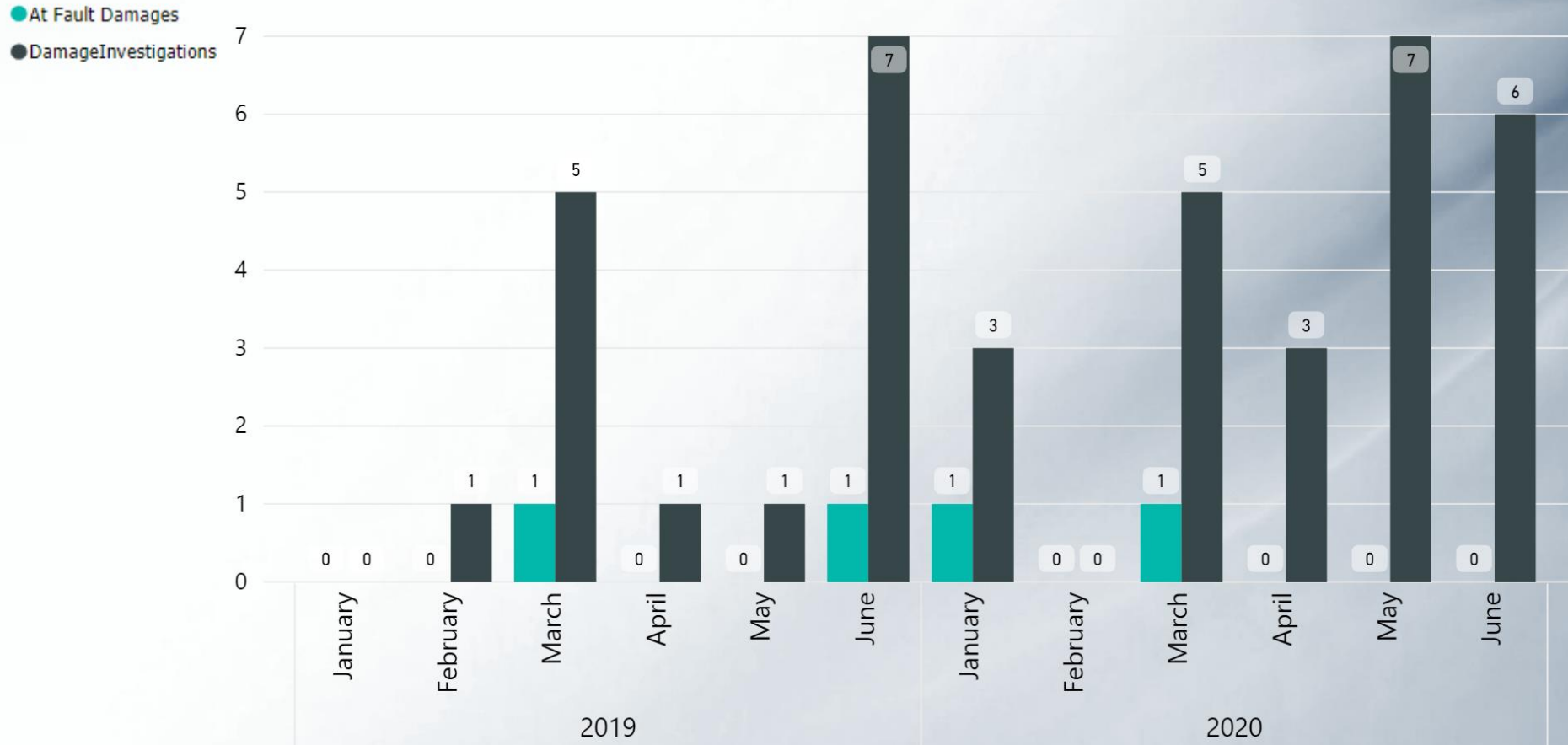
January			
2020	16	727	97.80%
Year	Late Tickets	Total Tickets	On-Time Percentage
February			
2020	28	553	94.94%
Year	Late Tickets	Total Tickets	On-Time Percentage
March			
2020	18	1348	98.66%
Year	Late Tickets	Total Tickets	On-Time Percentage
April			
2020	23	1404	98.36%
Year	Late Tickets	Total Tickets	On-Time Percentage
May			
2020	18	1672	98.92%
Year	Late Tickets	Total Tickets	On-Time Percentage
June			
2020	20	1650	98.79%
Year	Late Tickets	Total Tickets	On-Time Percentage
YTD Total	123	7354	98.33%

Damage Investigations & At-Fault Damages

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Qtrs 1 & 2 2019 - 2020

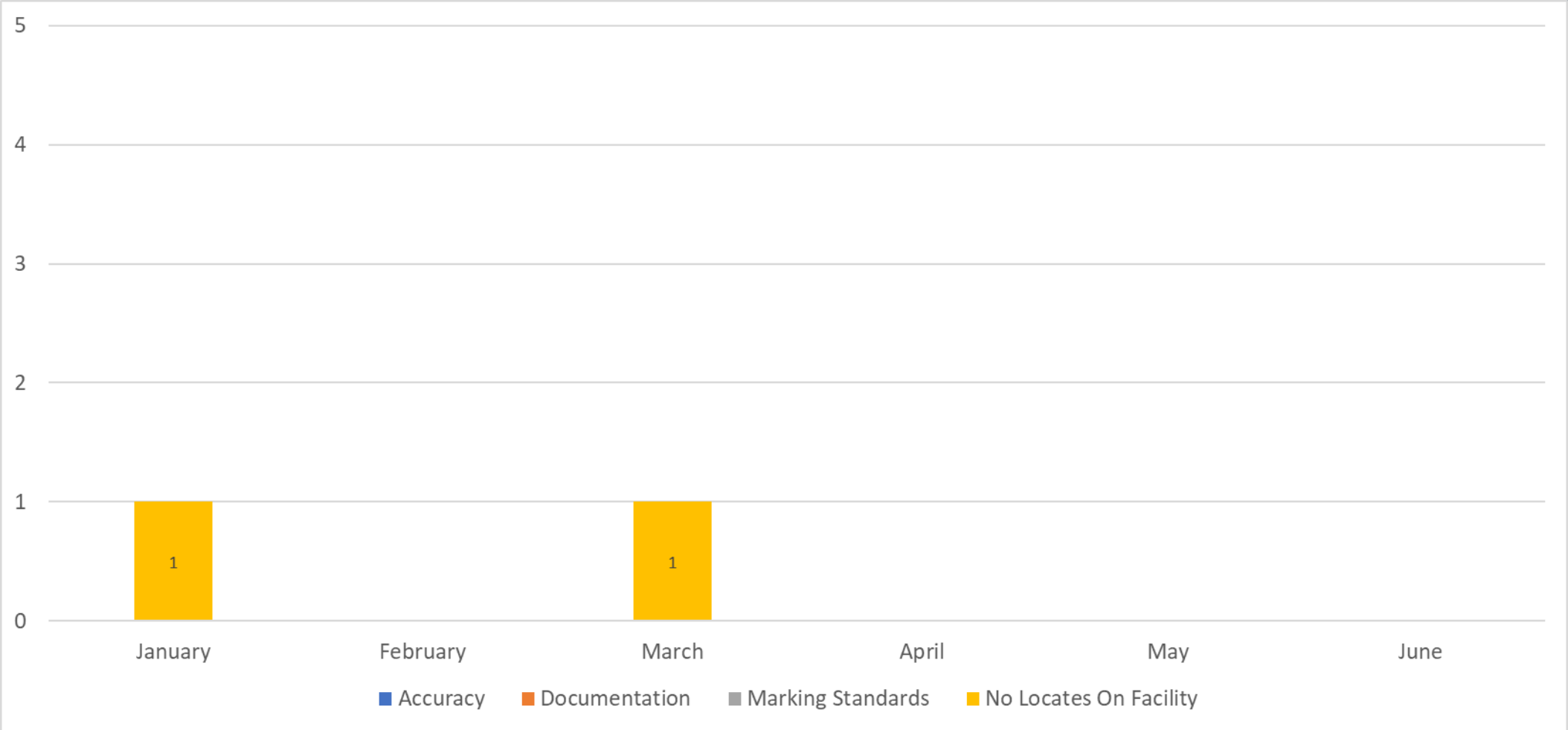


At-Fault Root Cause Analysis

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Qtrs 1 & 2 2020

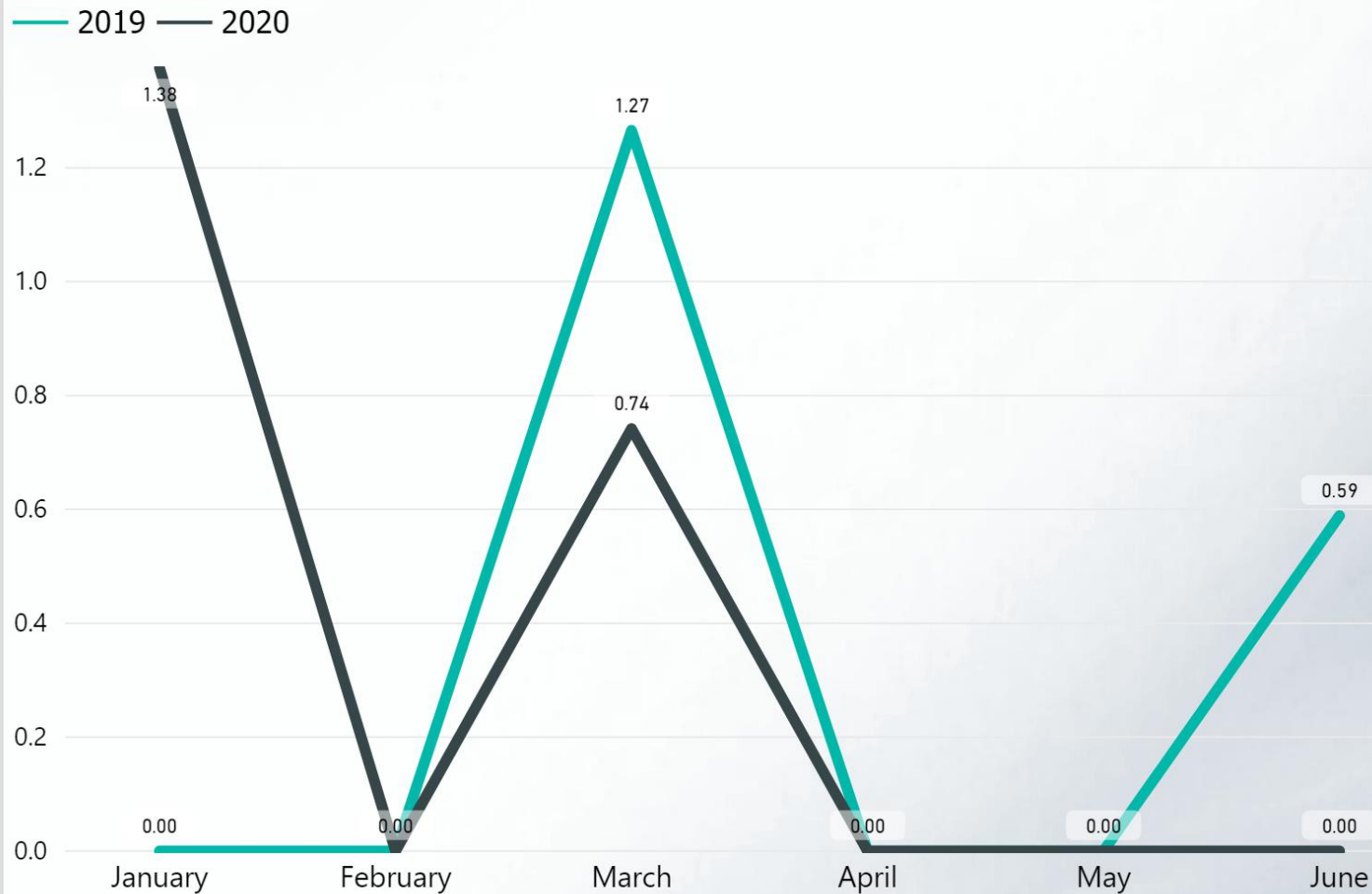


Ratio Per Thousand

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Qtrs 1 & 2 2019 - 2020



Month	Year	At Fault Damages	Total Tickets	Ratio Per Thousand
January	2020	1	727	1.38
February	2020	0	553	0.00
March	2020	1	1348	0.74
April	2020	0	1404	0.00
May	2020	0	1672	0.00
June	2020	0	1650	0.00

YTD Totals	2	7354	0.27
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Failed Audits and Root Cause Analysis

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Qtrs 1 & 2

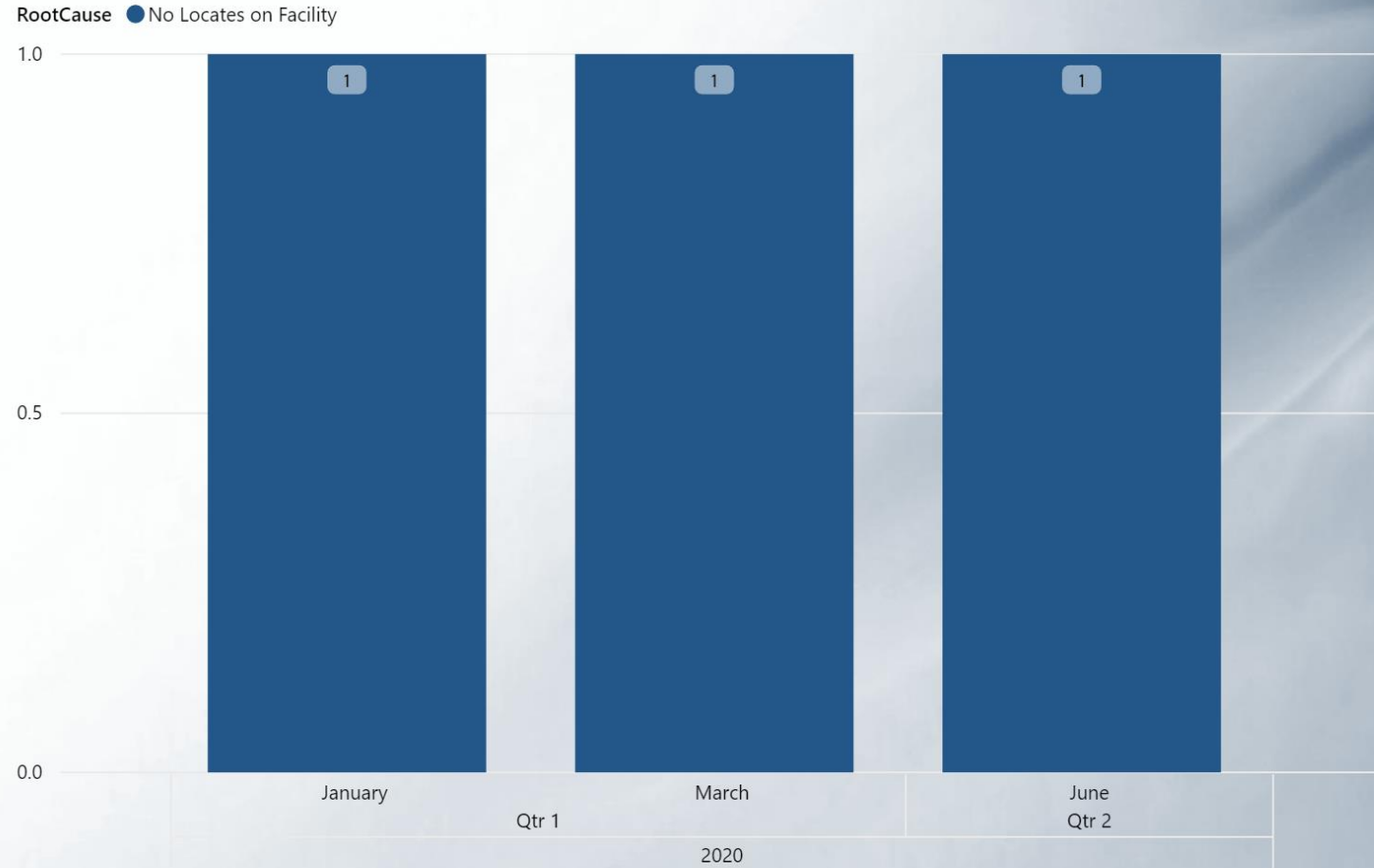
2020 - 2020

YTD Totals

PassRate
98.85%

Total Failed Audits
3

Total Audits
262



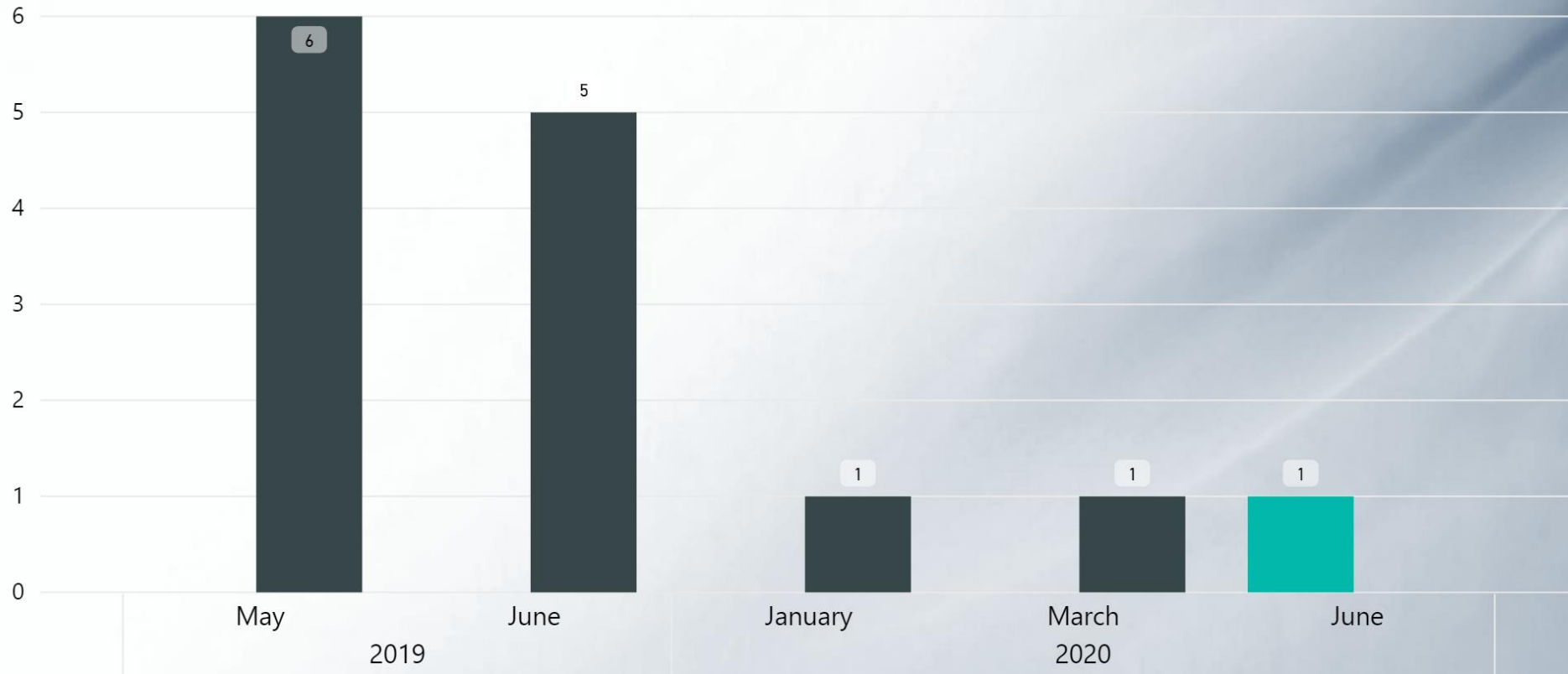
Damage Potential of Failed Audits

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Qtrs 1 & 2 2019 - 2020

Damage Potential ● No ● Yes



High Profile

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Qtrs 1 & 2 2019 - 2020

Unlocateable

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Qtrs 1 & 2 2019 - 2020

Open Discussion/Closing

