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PO Box 496
Fergus Falls, Minnesota 56538-0496
218 739-8200
www.otpc.com (web site)

January 3, 2014



Darrell Nitschke
Public Utilities Division
ND Public Service Commission
600 E. Boulevard, Dept. 408
Bismarck, ND 58505

**Re: In the Matter of Otter Tail Power Company's Environmental Cost Recovery Rider
Case No. PU-13-79 and Case No. PU-13-84
Compliance Filing – Additional Documents**

Dear Mr. Nitschke:

Enclosed please find an original and seven (7) copies of Otter Tail Power Company's ("Otter Tail's") Compliance Filing – Additional Documents, in the above-referenced matter.

On December 20, 2013, Otter Tail submitted a portion of its Compliance filing which included a Redline and Non-redline version of the Environmental Cost Recovery Rider rate schedule, Section 13.08.

This filing contains the remaining documents as follows:

- North Dakota Index, Sheet 4 of 5: This shows the addition of the Environmental Cost Recovery Rider.
- North Dakota Mandatory Rider – Applicability Matrix (Section 13.00): There is one correction when compared to Otter Tail's August 6, 2013 Supplemental Filing.
 - Correction: Real Time Pricing Rider, Section 14.02. The updated matrix includes a correction to the application of the Energy Adjustment Rider (13.01) to the Real Time Pricing Rider (14.02). The Energy Adjustment Rider does not apply to the Real Time Pricing kWh's (indicated by a clear box), which are billed on the applicable LGS-class rate. The customer billing system was correct; the error was only on the Mandatory Rider – Applicability Matrix (13.00).
- Otter Tail's updated North Dakota Customer Information brochure which in compliance with North Dakota Administrative Code 69-09-02-02.1(6) requires the Company to file any format changes with the North Dakota Public Service Commission.

The update to the Customer Information Brochures reflects language for the addition of the Environmental Cost Recovery Rider approved in in the above-referenced matter. The following changes were made on page 3, item 17 was renamed as the "**Required**

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Environmental Cost recovery rider” and the description of the charges included in the Energy and Renewable Adjustment line item were moved to the new item number 18.

An electronic copy of this filing is also being sent to you at dnitschk@nd.gov and to the North Dakota Public Service Commission at ndpsc@nd.gov.

If you have any questions regarding this filing, please contact me at 218-739-8595 or dprazak@otpc.com.

Sincerely,

/s/ DAVID G. PRAZAK

David G. Prazak

Supervisor Pricing & Tariff Administration

Enclosures

By electronic filing

c: Service List

Section *Prior Sheet* *Item*

11.00 OTHER SERVICES

11.01	71.1 71.2	Standby Service
11.02	90	Irrigation Service
11.03	93	Outdoor Lighting – Energy Only Dusk to Dawn
11.04	94	Outdoor Lighting Dusk to Dawn
11.05	95	Municipal Pumping Service
11.06	96	Civil Defense - Fire Sirens

12.00 PURCHASE POWER RIDERS & APPLICABILITY MATRIX

12.01	70.8	Small Power Producer Rider Occasional Delivery Energy Service (Net Energy Billing Rate)
12.02	70.9	Small Power Producer Rider Time of Delivery Energy Service
12.03	71	Small Power Producer Rider Dependable Service


13.00 MANDATORY RIDERS & APPLICABILITY MATRIX

13.01	98	Energy Adjustment Rider <ul style="list-style-type: none"> • <i>Applicable to <u>all</u> services and riders unless otherwise stated in the mandatory riders matrix</i>
13.04	98.8	Renewable Resource Cost Recovery Rider
13.05	N/A	Economic Development Cost Removal Rider
13.06	N/A	Big Stone II Cost Recovery Rider
13.07	N/A	Transmission Cost Recovery Rider
13.08	N/A	Environmental Cost Recovery Rider

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MANDATORY RIDERS - APPLICABILITY MATRIX

The amount of a bill for service will be modified by any Mandatory Rate Riders that must apply, Voluntary Rate Riders selected by the Customer, and charges listed in the General Rules and Regulations.

 Applicability Matrix		Mandatory Riders	Energy Adjustment Rider	Renewable Resource Cost Recovery Rider	Economic Development Cost Removal Rider	Big Stone II Cost Recovery Rider	Transmission Cost Recovery Rider	Environmental Cost Recovery Rider
Base Tariffs	Section Numbers		13.01	13.04	13.05	13.06	13.07	13.08
RESIDENTIAL & FARM SERVICES								
Residential Service	9.01							
Residential Demand Control Service	9.02							
Farm Service	9.03							
GENERAL SERVICES								
Small General Service (Less than 20 kW)	10.01							
General Service (20 kW or Greater)	10.02							
Large General Service	10.03							
Commercial Service - Time of Use	10.04							
Large General Service - Time of Day	10.05							
OTHER SERVICES								
Standby Service	11.01							
Irrigation Service	11.02							
Outdoor Lighting - Energy Only	11.03							
Outdoor Lighting	11.04							
Municipal Pumping Service	11.05							
Fire Sirens - Civil Defense	11.06							
Key:	✓ = May apply	■ = Mandatory	□ = Not Applicable					

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N

 Applicability Matrix		Mandatory Riders	Energy Adjustment Rider	Renewable Resource Cost Recovery Rider	Economic Development Cost Removal Rider	Big Stone II Cost Recovery Rider	Transmission Cost Recovery Rider	Environmental Cost Recovery Rider
Base Tariffs	Section Numbers	13.01	13.04	13.05	13.06	13.07	13.08	
MANDATORY RIDERS								
Energy Adjustment Rider	13.01							
Renewable Resource Cost Recovery Rider	13.04							
Economic Development Cost Removal Rider	13.05							
Big Stone II Cost Recovery Rider	13.06							
Transmission Cost Recovery Rider	13.07							
Environmental Cost Recovery Rider	13.08							
VOLUNTARY RIDERS								
Water Heating Control Rider	14.01							
Real Time Pricing Rider	14.02							
Large General Service Rider	14.03	✓						
Controlled Service - Interruptible Load CT Metering Rider	14.04							
Controlled Service - Interruptible Load Self-Contained Metering Rider	14.05							
Controlled Service Deferred Load Rider	14.06							
Fixed Time of Delivery Rider	14.07							
Air Conditioning Control Rider	14.08							
Voluntary Renewable Energy Rider	14.09							
WAPA Bill Crediting Program Rider	14.10							
Released Energy Access Program Rider	14.11							
Bulk Interruptible Service Application and Pricing Guidelines	14.12							
Key:	✓ = May apply	■ = Mandatory	□ = Not Applicable					



North Dakota customer information



Customer service

Telephone customer service is available 24 hours a day, and limited services and rate schedules are available online at www.otpco.com.

Please notify your local Otter Tail Power Company office **two business days** before you require routine service. You can call your local Otter Tail Power Company office listed in your telephone directory or call **800-257-4044**. You also can request service by visiting our web site at www.otpco.com.

Emergency service

Immediately report outages or emergencies such as those caused by storms or accidents. Otter Tail Power Company representatives will attend to service interruptions day or night and on weekends and holidays. We will restore service without charge if the outage is a result of Otter Tail Power Company's equipment failure.

Before calling to report an outage, or regarding an appliance that is not working, always **check your fuses or breakers** to be sure that the problem isn't with your own equipment.

To report outages or emergencies, call Otter Tail Power Company at 800-257-4044.

Service connection

Otter Tail Power Company is obligated to supply service to new customers. If it appears that the expenditure for extending service may not be justified, the company may require the customer to sign a contract guaranteeing a minimum payment of no less than three years use of electric service. The company also may require the customer to make an advance payment, as determined by the company, to guarantee this minimum amount of revenue.

To cover the costs associated with establishing a new account, we include a \$15 service connection fee on your first electric service statement.

Ending service

Customers needing to transfer or end service with Otter Tail Power Company can contact Customer Service for assistance or use the self-service forms available on our web site.

Deposits

When a deposit is required the amount shall not exceed the estimated charge for furnishing service to the customer for a 60-day period as authorized by the North Dakota Public Service Commission. Otter Tail Power Company pays annual interest on all deposits at a rate paid by the Bank of North Dakota for its smallest six-month certificate of deposit determined as of the first business day of each year. Interest earned is applied as a credit on a customer's December bill. After 12 months of prompt payments, Otter Tail Power Company will refund the deposit plus any accrued interest.

The company may, in lieu of a cash deposit, accept an agreement signed by a guarantor, satisfactory to the company, whereby payment of a specified amount not

exceeding the deposit requirement is guaranteed. The guarantee agreement shall automatically end when the earliest of the following events occur: (a) the customer gives the company notice of service discontinuance; (b) the customer gives the company notice about a change in location covered by the guarantee agreement; or (c) thirty days after a written request from the guarantor to terminate the guarantee agreement. However, no guarantee agreement shall be terminated without the customer first having made satisfactory settlement with the company for any balance that the customer owes the company. On termination of a guarantee agreement, a new guarantee agreement or deposit may be required by the company.

Your electric meter

Electric meters are finely tuned precision instruments used to measure how much electricity you use. Otter Tail Power Company has a meter-testing program that exceeds governmental standards to help ensure continuous accurate measurement of electrical use. Otter Tail Power Company periodically tests all of its meters.

In addition to the computer-directed testing program, any customer may request a special meter test. The following rules govern special meter tests:

- a. If a customer makes a request within one year of a previous request, a charge will be added to the customer's bill if the metering equipment tests accurate. (Meter error is plus or minus less than two percent.)
- b. The customer may be present or have a representative present when the meter test is conducted.
- c. Otter Tail Power Company will give its report to the customer within one week. The report will specify the test results as well as relevant metering information.

Meter reading and estimates

Otter Tail Power Company reads meters every month unless the North Dakota Public Utilities Commission authorizes another meter-reading interval upon our company's petition. When your meter is not read, Otter Tail Power Company automatically reviews your consumption history and estimates your meter reading. Estimated readings are indicated on your statement. Customers in remote locations who are required to read their own meters may submit meter reading forms on our web site at www.otpco.com or by mailing back a completed meter-reading card, which we provide on a yearly basis to all self-read customers.

Payments and payment options

Otter Tail Power Company sends itemized electric service statements each month.

The company offers several payment options including paying in person, by mail, Ready Check, ePay, one-time check payment, credit card (some limits and fees apply), or at a drop-box or remittance location. Our web site contains a list of drop-box addresses and remittance locations as well as information about current payment programs.

Ready Check is an automatic debit payment program under which Otter Tail Power Company sends your electric service statement amount due to your bank, which automatically remits funds on your behalf to Otter Tail Power Company from your checking or savings account. With Ready Check you don't have to write out a check to us each month or pay the postage to mail your payment.

ePay is an online bill presentment and payment program that allows you to set up automatic or self-scheduled payments from your checking or savings accounts. Email notices are sent when your electric service statement is available to view online at www.otpc.com. With ePay you make payments electronically. You need a recent electric service statement and your bank account information to register your electric service account at www.otpc.com.

The Even Monthly Payment (EMP) plan features an averaged monthly payment amount and works well with the Ready Check and ePay programs because your payment would be the same amount each month. With EMP, twelve months of billing are averaged so that your budget is less affected by seasonal fluctuations in consumption. Each monthly electric service statement contains the complete billing detail as well as your EMP amount. An annual settle-up month ensures that you pay only for the kilowatt-hours you actually use in a year. Otter Tail Power Company routinely reviews EMP accounts to ensure that the EMP amount billed is consistent with the average consumption. The company pays interest monthly on your average daily credit balance.

Late-payment charges

Electric service statements not paid by the next billing date may be subject to a late-payment charge. A customer who has made at least 12 consecutive payments prior to the delinquency date shall not be billed a late-payment charge. A late-payment charge will apply on any account with an unpaid balance greater than \$5 if the customer has been delinquent more than once during the last 12 consecutive months. The delinquent amount for accounts on EMP or payment schedules will be the lesser of the outstanding account balance (less allowance for EMP credits) or the outstanding scheduled payments.

The maximum late-payment charge shall be 1.5 percent per month (18 percent a year). A customer's electric service statement will provide a notice of possible late-payment charges after the customer has been delinquent once. A late-payment charge will be assessed during the next billing period.

The company shall credit all payments against the customer's oldest outstanding account balance before applying any late-payment charge.

Any payments returned unpaid by a bank to Otter Tail Power Company will be subject to a \$15 return-payment fee.

Service relock charge

The company will charge \$100.00 for reconnecting service where the company has disconnected service and subsequently returned to relock the service after it was reconnected without company authorization. This

charge will be in addition to any charges that may be due because of the unauthorized reconnection, pursuant to Section 3.02 of Otter Tail Power Company's General Rules and Regulations.

Disconnection for nonpayment

Disconnection of service may become necessary for nonpayment. Otter Tail Power Company makes an effort to contact the customer to avoid disconnection.

(Continued on page 4)

HOW TO READ YOUR STATEMENT

A. Return portion: Whether paying by mail or in person, return this stub with your payment. It includes:

1. Optional enrollment to buy Otter Tail Corporation stock. Your statement will reflect the amount you select during enrollment.
2. Optional donation to help provide energy assistance to those in need in North Dakota.
3. Your name and mailing address.
4. The date your payment is due.
5. The amount due for this period.

B. Account status: This portion of your statement brings you up-to-date on your account. It includes:

6. Your account number.
7. The access code to register for online services.
8. The address where you receive electrical services.
9. The billing date.
10. Previous payment on your account.
11. Details regarding Even Monthly Payment Plan.
12. The address and phone number of the Customer Service Center serving your account.

C. Account detail: This portion of your statement tells how you used electricity during the billing period. It includes:

13. The type of service for which you are being billed.
14. Your meter readings and the dates they were taken.
15. Total kilowatt-hours used for each type of service.
16. Details of charges, including the rates used to calculate your billing.
17. **Required Environmental Cost** recovery rider, which allows our company to recovery costs that we incur to meet new state or federal environmental quality requirements for our electric generating facilities.
18. The Energy and Renewable Adjustment, which includes five components.
 1. **The energy adjustment**, which includes the cost of fuel we use to generate electricity to serve our retail customers, transportation costs for that fuel, and costs we incur to buy energy to supplement our own power plants, minus a base cost for energy that already is part of the per-kilowatt-hour rate you pay.

2. **The renewable resource adjustment**, which allows our company to recover costs associated with renewable energy facilities that we own.
3. **The economic development rider**, which is a 0.025 cent per kwh reduction to your bill as of January 2011 when the North Dakota Public Service Commission requested that we remove from rates the costs associated with our economic development services.
4. **Big Stone II development cost recovery**, which we anticipate wrapping up March 31, 2014.

5. **The transmission cost recovery rider**, which allows our company to recover costs associated with transmission additions designed to meet our customers' growing energy needs, accommodate the delivery of additional renewable energy, and enhance transmission system reliability.

Important information on the back too!

Look on the back of your statement for a graph depicting your electricity use during the last twenty five months, space to report an address change, information explaining how you may pay by credit card, and other special messages.

01 0 * 4 0000

Check for mailing address change (see reverse side)

Stock purch via Ready Check: \$100
Energy Share Donation \$ _____

OTTER TAIL POWER COMPANY
2111 15TH ST N
PO BOX 70
WAHPETON ND 58074-0070

06005015 0 000008500 12

OTTER TAIL POWER COMPANY
PO BOX 2002
FERGUS FALLS MN 56538-2002

MARY CUSTOMER
1234 ELM ST E
ANYTOWN, ND 58350-0496

01

Due Date: **Dec 31, 2013**
Amount Due: **\$85.00**

Your payment is recorded upon receipt. Please return this stub with your payment. Please allow sufficient mailing time. If paying in person, bring the entire bill. 15-07-830 15-123456-0 \$85.00 EMP

Status of Your Account

Account Number: **15-123456** Access Code: **0000**

MARY CUSTOMER

1234 ELM ST E
ANYTOWN, ND 58350

Billing Date: Dec 20, 2013

Previous Payment: 11/15/13 85.00
Current EMP: 85.00
Amount Due: **\$85.00**

Even Monthly Payment Status

Current EMP payment due: 85.00
Your month 4 EMP Balance after payment: 0.70 Credit

Account Detail

01. Residential Service		02. SM Dual Fuel		03. Other Charges/Credits	
12/04/13 Reading	40441	12/04/13 Reading	211	Req Environmental Cost	3.25
11/05/13 Reading	39679	11/05/13 Reading	199	Energy and Renewable Adj	2.01
Kilowatt Hours Used	762	Kilowatt Hours Used	12		
Customer Charge	8.00	Customer Charge	2.00		
762 kwh at .07863	58.92	Facilities Charge	5.00		
		12 kwh at .03451	0.41		
Total: (01)	67.92	Total: (02)	7.41	Total: (03)	5.26
				Current Billing:	80.59

15 - 123456-0

More account information on back.

For more information about what's included in item 18 visit us online at www.otpco.com.

Click on *Your electric account, How to read your bill, and North Dakota bill.*

Before disconnection, the company sends a notice by first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date that disconnection will take place, explains the procedure to avoid the disconnection, and indicates that a reconnection fee and deposit may apply.

Other disconnections

Services may be disconnected for reasons other than nonpayment of electric service statements. Some examples of disconnections WITH NOTICE include:

- Failure to make application for service.
- Violation of the company's regulations, which are on file with the North Dakota Public Service Commission.
- Failure to provide Otter Tail Power Company with reasonable access to the Company's equipment and property.
- Breach of contract for service between Otter Tail Power Company and the customer.
- Unauthorized use of or tampering with Otter Tail Power Company's equipment.
- Conditions determined to be hazardous to the customer, to other customers, to Otter Tail Power Company's equipment, or to the public.

Reconnection policy

When Otter Tail Power Company has disconnected a customer's service for a valid cause and the condition is corrected, the company may charge the customer a reconnection fee based on the cost of restoring service.

When service has been disconnected for nonpayment, the following conditions apply:

- The customer must make a payment toward the electric service bill, including late-payment charges.

- The customer must pay a reconnection charge of \$15, plus additional direct labor charges for overtime if the company made the reconnection outside of regular working hours.
- The customer may be required to pay a deposit or an increase to an existing deposit.

When service has been disconnected because of a hazardous condition, Otter Tail Power Company does not charge for reconnection.

Otter Tail Power Company is regulated by the North Dakota Public Service Commission. Customers may contact the Commission if differences occur that cannot be resolved. The North Dakota PSC can be reached at 1-877-245-6685.

Otter Tail Power Company Customer Service Centers in North Dakota

Devils Lake

524 Fifth Avenue South
Devils Lake, ND 58301
701-662-4021

Oakes

103 South Fifth
Oakes, ND 58474
701-742-2122

Garrison

171 North Main
Garrison, ND 58540
701-463-2285

Rugby

226 South Main
Rugby, ND 58368
701-776-5223

Jamestown

315 Second Street SE
Jamestown, ND 58402
701-252-0540

Wahpeton

2111 15th Street North
Wahpeton, ND 58074
701-642-6684