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

December 31, 2015



Darrell Nitschke
Director of Administration/Executive Secretary
North Dakota Public Service Commission
State Capitol
600 East Boulevard, Dept. 408
Bismarck, ND 58505-0408

RE: Otter Tail Power Company's North Dakota Customer Information Brochure

Dear Mr. Nitschke:

Otter Tail Power Company ("Otter Tail" or the "Company") submits the attached brochure in compliance with North Dakota Administrative Code 69-09-02-02.1(6), which requires the Company to file any format changes with the North Dakota Public Services Commission. The attached North Dakota Customer Information Brochure is included in each of our new North Dakota customer's first billing statement. We also have copies available in each of our North Dakota Customer Service Centers, which are provided to customers upon request.

The minor changes to this document are to reflect various business updates and changes. Otter Tail is updating the local phone number on all electric service statements in all three states where we provide electric service to customers. The local phone number on electric service statements in all three states is part of our virtual call center and when a customer calls the local phone number, the call is automatically routed to 800-257-4044, which is our toll-free number for customers. Recently we have experienced outages associated with our toll-free number, which has also affected the local phone number due to the automatic routing of customer calls. Service to 218-739-8877 is provided by a different phone service provider and would not be affected by an outage associated with the toll free number. The local phone numbers are not being eliminated so customers will still be able to use the local phone number that has been listed on prior electric service statements. We are changing the local phone number in order to have a consistent number for customers to call no matter where electric service is being provided and to minimize situations where customers may not be able to reach Otter Tail in the event of outages to phone services.

In addition to the phone number update, Otter Tail is also removing the words "Visit us" from the contact information on the bill. As of January 1, 2016 the Company is discontinuing walk-in service at all our customer service centers. This change in service is being made for the safety of our employees,

improved efficiencies, quality assurance and training for our employees. Most walk-in customers are stopping by our offices only to pay their electric service bill, and we have more economical and in many cases more convenient ways for customers to pay their electric service bill. Customers who need to meet with Otter Tail representatives to handle matters other than payments can do so by scheduling an appointment with Otter Tail representatives.

It was also discovered that the sample bill on the Customer Information Brochure had not been updated to reflect the addition of the reagents into the Environmental Cost Recovery Rider, Section 13.08 in July 2015. These changes are reflected in the updated sample bill as well as in the “HOW TO READ YOUR STATEMENT” section on page 2 and the changes are explained in more detail below.

The changes to the Customer Information Brochure are as follows:

Page 1

- In section “Customer Service” paragraph two the phone number was changed from “800-257-4044.” to “800-257-4044 or 218-739-8877.”
- In section “Emergency service” paragraph three the phone number was changed from “800-257-4044.” to “800-257-4044 or 218-739-8877.”
- In section “Service connection” paragraph one the second sentence was changed from “...extending service may not be justified, the company may...” to “...extending service may not be justified, however the company may...”
- In section “Ending service” the words “at www.otpc.com” was added to the end.
- In section “Your electricity meter” paragraph one, sentence one was changed from “Electric meters are finely tuned precision instruments used to measure how much electricity you use.” to “Electric meters are finely tuned precision instruments used to measure electricity use.”
- In section “Payments and payment options” paragraph two:
“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.”

changed to:

“The company offers several payment options including ePay, Ready Check, Anytime Payment, credit card (some limits and fees apply), by mail or at a drop-box location. Our web site (www.otpc.com) contains a list of drop-box addresses as well as information about current payment programs.”

Page 2

- In the first paragraph on page 2 the first “Ready Check” was bolded.
- On the second paragraph on page 2 the first “ePay” was bolded.
- On the third paragraph on page 2 the first “Even Monthly Payment” was bolded.
- Under “C. Account details” in the “HOW TO READ YOUR STATEMENT” section
“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.”

changed to:

“17. Costs for compliance with Federal EPA rules, which allows our company to recover costs that we incur at our electric generation facilities to meet new federal environmental quality requirements. These costs include reagent and emission allowances.”

Page 3

- Bill image changes:
 - At number 12, there were two changes from “Call us at 701-642-6684, or toll free at 1-800-257-4044.” to “Call us at 800-257-4044 or 218-739-8877.” and “Visit or write our office at.” to “Write our office at.”
 - At number 17, was changed from “Required Environmental Cost” to “Costs for compliance with Federal EPA rules”

Page 4

- The first bullet in section “Other disconnections” was changed from “Failure to make application of service.” to “Failure to make proper application of service.”
- In the box on the bottom right of the page, all six phone numbers were eliminated and “Contact any of our Customer Service Centers at 800-257-4044 or 218-739-8877” was added to the bottom of the box since they now pertain to every Customer Service Center in North Dakota.
- The revision date in the bottom right hand corner was updated from “3/14” to “1/16” to reflect that changes have been made.

The change in language in the North Dakota Customer Information Brochure was also updated on our website at www.otpco.com under the Account Help/ Customer Information/Other Customer Information section.

Otter Tail believes there is no further action required by the North Dakota Public Service Commission.

An electronic copy of this filing is being sent to you at dnitschk@nd.gov and to ndpsc@nd.gov. An original and seven copies are being sent by U.S. mail.

If you have any questions regarding this filing, please contact me at 218-739-8878 or at aroberts@otpco.com.

Sincerely,

/S/ ANNA ROBERTS
Anna Roberts
Pricing & Tariff Administration Analyst

jch
Enclosures
By electronic filing and U.S. mail



North Dakota customer information



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 proper 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	Oakes 103 South Fifth Oakes, ND 58474
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Garrison 171 North Main Garrison, ND 58540	Rugby 226 South Main Rugby, ND 58368
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Jamestown 315 Second Street SE Jamestown, ND 58402	Wahpeton 2111 15th Street North Wahpeton, ND 58074
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Contact any of our Customer Service Centers at 800-257-4044 or 218-739-8877

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 or 218-739-8877**. 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 or 218-739-8877.

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, however 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 at www.otpco.com.

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 electricity 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:

- 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.)
- The customer may be present or have a representative present when the meter test is conducted.
- 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 ePay, Ready Check, Anytime Payment, credit card (some limits and fees apply), by mail or at a drop-box location. Our web site (www.otpco.com) contains a list of drop-box addresses 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. **Costs for compliance with Federal EPA rules**, which allows our company to recover costs that we incur at our electric generation facilities to meet new federal environmental quality requirements. These costs include reagent and emission allowances.
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. **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.

1 Stock purchase via Ready Check: \$20.00
2 Energy Share Donation \$ _____

15123456 5 000016900 19

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

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

Due Date: **Nov 24, 2015**
 Amount Due: **\$169.00**

This is a Ready Check account. The amount paid by your bank this month was \$169.00. +Plus Stock Purch. \$169.00 EMP

3 MARY CUSTOMER
4 1234 ELM ST E
5 ANYTOWN, ND 58350-0496

6 Account Number: 15-123456
7 Access Code: 9999
8 MARY CUSTOMER
9 1234 ELM ST E
10 ANYTOWN, ND 58350

Previous Payment: 10/06/15 189.00
 Current EMP: 169.00
 Amount Due: **\$169.00**

Billing Date: Nov 03, 2015

11 We're here to answer any questions, concerns, or complaints you might have about your bill. Call us at 800-257-4044 or 218-739-8877.
 Write our office at: 103 S 5TH ST, PO BOX 410, OAKES ND 58474-0410
 www.otpc.com

12 Even Monthly Payment Status
 Current EMP payment due: 169.00
 Credit balance interest: 0.05CR
 Your month 7 EMP Balance after payment: 441.51 Credit

13 **Account Detail**
14 01. Residential Service
 11/02/15 Reading 92558
 10/01/15 Reading 91139
 Kilowatt Hours Used 1419
 Customer Charge 8.00
16 1000 kwh at .07863 78.63
 419 kwh at .07173 30.05

15 Total: (01) 116.68

17 **02. Other Charges/Credits**
 Costs for compliance with Federal EPA rules 10.86
 Energy and Renewable Adj 10.80

18 Total: (02) 21.66
 Current Billing: 138.34

More account information on back.

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

Click on *Account Help*, *How to read your bill*, and *North Dakota bill*.