

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

August 4, 2016



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 following are two changes to this document:

1. To reflect a change to our business processes, the Oakes Customer Service Center's address was removed from the brochure as we no longer staff Customer Service Representatives at that location beginning March 1, 2016.
 - a. On page 3, in the upper right corner below the company logo, the address was changed from:
103 S 5th ST
PO BOX 410
OAKES, ND 58474-0410
to:
315 2nd ST SE
PO BOX 2220
JAMESTOWN, ND 58402

- b. On page 3, on the bill image at number 12, the address was changed from:
103 S 5th ST
PO BOX 410
OAKES, ND 58474-0410

to:

315 2nd ST SE
PO BOX 2220
JAMESTOWN, ND 58402

- c. On page 4, in the box on the lower right corner listing the Customer Service Centers in North Dakota, the following Oakes address was removed and the Rugby and Wahpeton addresses were shifted up:

Oakes
103 South Fifth
Oakes, ND 5847

2. We updated the language regarding our ePay payment program. Customers can now elect to receive a text message, along with an email message, when their bill is available for review.

- a. On page 2, toward the top of the left column, the **ePay** section was changed from: 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.

to:

ePay allows you to view and pay your bills online with automatic or self-scheduled payments from your checking or savings account. You can set up email and text notifications for when your electric service statement is available to review 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 change in language in the North Dakota Customer Information Brochure was also updated on our website at www.otpc.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.

Darrell Nitschke

August 4, 2016

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If you have any questions regarding this filing, please contact me at 218-739-8890 or at tmortenson@otpc.com.

Sincerely,

/S/ TAMMY MORTENSON

Tammy Mortenson

Pricing & Tariff Administration Analyst

TM:nlo

Enclosures

By electronic filing and U.S. mail