



North Dakota customer information



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 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 **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.

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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.

The image shows a sample electric bill from Otter Tail Power Company. The bill is divided into several sections, each with numbered callouts (1-18) indicating key information:

- 1:** Stock purchase via Ready Check (\$20.00) and Energy Share Donation.
- 2:** Mailing address change checkbox.
- 3:** Customer name and address (MARY CUSTOMER, 1234 ELM ST E, ANYTOWN, ND 58350-0496).
- 4:** Billing date (Nov 24, 2015).
- 5:** Amount due (\$169.00).
- 6:** Account number (15-123456).
- 7:** Access code (9999).
- 8:** Customer address (1234 ELM ST E, ANYTOWN, ND 58350).
- 9:** Billing date (Nov 03, 2015).
- 10:** Previous payment (10/06/15, 169.00).
- 11:** Current EMP (169.00).
- 12:** Customer service center address (315 2nd ST SE, PO BOX 2220, JAMESTOWN, ND 58402).
- 13:** Residential Service (01).
- 14:** Meter readings (11/02/15 Reading: 92558, 10/01/15 Reading: 91139).
- 15:** Total kilowatt-hours used (1419).
- 16:** Customer charge (1000 kwh at .07863: 78.63; 419 kwh at .07173: 30.05).
- 17:** Other Charges/Credits (10.86).
- 18:** Energy and Renewable Adjustment (10.80).

The bill also includes a 'Status of Your Account' section with 'Even Monthly Payment Status' and an 'Account Detail' section with a table of charges and credits.

Category	Description	Amount
01. Residential Service	11/02/15 Reading	92558
	10/01/15 Reading	91139
	Kilowatt Hours Used	1419
Customer Charge	1000 kwh at .07863	78.63
	419 kwh at .07173	30.05
Total: (01)		116.68
02. Other Charges/Credits	Costs for compliance with Federal EPA rules	10.86
	Energy and Renewable Adj	10.80
Total: (02)		21.66
Current Billing:		138.34

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*.

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:

- 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 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.

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

Rugby

226 South Main
Rugby, ND 58368

Garrison

171 North Main
Garrison, ND 58540

Wahpeton

2111 15th Street North
Wahpeton, ND 58075

Jamestown

315 Second Street SE
Jamestown, ND 58402

Contact any of our Customer Service Centers
at 800-257-4044 or 218-739-8877