

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

July 13, 2020



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

RE: In the Matter of Notifying the Commission of Otter Tail Power Company Updates to North Dakota Electric Service Statements Informational Filing

Dear Mr. Kahl:

Following Otter Tail's most recent rate case in Case No PU-17-398, the base cost of energy was pulled out of base rates and incorporated into the Energy Adjustment rider. In response to customer concerns, Otter Tail has moved the Energy Adjustment rider line item on customer electric service billing statements from the 'Other Charges/Credits' section to the appropriate meter detail column. Another change we are implementing is itemizing each Rider individually and they will remain under the 'Other Charges/Credits' column. Along with these changes, Otter Tail will also be updating the electric service billing statement image and explanations on our website under our How To Read My Bill section. These changes will be implemented on July 15, 2020.

Included in this filing is sample North Dakota electric billing statement for your reference, updated North Dakota Customer Info Brochure, and the customer notice that will be accompanying customer's first updated electric service billing statement.

Please contact me at (218) 739-8049, or mgunderson@otpc.com should you have any questions with respect to this filing.

Very truly yours,

/S/ MICHELLE GUNDERSON
Michelle Gunderson
Tariff Admin

cjh
Enclosures
By electronic filing
c: Service List

271 PU-17-398 Filed 07/13/2020 Pages: 5

Sample electric billing statement, updated info brochure, and customer notice
Otter Tail Power Company
Michelle Gunderson, Tariff Admin

Stock purchase via Ready Check: \$100.00

Energy Share Donation \$ _____



Check for mailing address change
(see reverse side)

1234567 8 000030000 15



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

MARY CUSTOMER
123 ANYWHERE ST
ANY TOWN, ND 12345-6789

Due Date: **Sep 03, 2020**
Amount Due: **\$300.00**

This is a Ready Check account. The amount paid by your bank this month was \$400.00 including stock purchase.

Your payment is recorded upon receipt.

Please allow sufficient mailing time. COPY-DO NOT PAY

1234567-8

\$300.00 EMP

Status of Your Account



Account Number: **1234567**

MARY CUSTOMER

**123 ANYWHERE ST
ANY TOWN, ND 12345**

Billing Date: Jul 16, 2020

Previous Payment: 06/10/20 520.00
Current EMP: 300.00
Amount Due: \$300.00

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:
PO BOX 2002
FERGUS FALLS MN 56538-2002**

www.otpco.com

If payment is not credited to your account by Sep 09, 2020, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

Even Monthly Payment Status

Current EMP payment due: 300.00
Your month 8 EMP Balance after payment: 245.06 Debit

Account Detail (1234567) 01.Resd Demand Control Sum

P	07/06/20 Reading	52280
	05/05/20 Reading	48865
	Kilowatt Hours Used	3415
	Max Demand	2.6
	Customer Charge	
	(20.10 x 12/365) x 31	20.49
	2.6 kW at 8.00	20.50
	3415 kWh at .03461	115.39
	Fuel and Purchased Power	
	2754 kWh at .02020	54.56
	661 kWh at .02092	12.52

02.Other Charges/Credits

Transmission Rider	14.51
Renewable Rider	8.82
Generation Rider	5.04

Total:(01) 223.46

Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpco.com.

***P Indicates Prorated Billing**

Total:(02) 28.37
Current Billing: 251.83

More account information on back.

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 or the outstanding scheduled payments.

The maximum late-payment charge shall be 1.5 percent per month (18 percent a year), or a minimum fee of \$1 per month, whichever is greater. 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.

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.



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 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.

Otter Tail Power Company Customer Service Centers in North Dakota

Devils Lake

524 Fifth Avenue South
Devils Lake, ND 58301

Jamestown

315 Second Street SE
Jamestown, ND 58402

Wahpeton

2111 15th Street North
Wahpeton, ND 58075

Garrison

171 North Main
Garrison, ND 58540

Rugby

226 South Main
Rugby, ND 58368

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

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 address where you receive electrical services.
8. The billing date.
9. Previous payment on your account.
10. The address and phone number of the Customer Service Center serving your account.
11. Details regarding Even Monthly Payment Plan.

C. Account detail

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

12. The type of service for which you are being billed and which seasonal rates are applied.
13. Your meter readings and the dates they were taken.
14. Total kilowatt-hours used for each type of service.
15. Details of charges, including the rates used to calculate your billing.
16. Fuel and Purchased Power, 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.

17. 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.
18. The renewable resource adjustment rider, which allows our company to recover costs associated with renewable energy facilities that we own.
19. The generation cost recovery rider, which allows our company to recover costs associated with new generation facilities to provide additional capacity, dispatchable energy, and grid support to meet our customer's electric needs.

CONTINUED FROM PAGE 1

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 Service 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 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.otpco.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.otpco.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

CONTINUED ON PAGE 4

Account Information:
 Account Number: 1234567
 MARY CUSTOMER
 123 ANYWHERE ST
 ANY TOWN, ND 12345

Payment Status:
 Billing Date: Jul 16, 2020
 Previous Payment: 06/10/20 520.00
 Current EMP: 300.00
 Amount Due: \$300.00
 Current EMP payment due: 300.00
 Your month 8 EMP Balance after payment: 245.06 Debit

Account Detail (1234567)

01. Resd Demand Control Sum		
P	07/06/20 Reading	52280
	05/05/20 Reading	48865
	Kilowatt Hours Used	3415
	Max Demand	2.6
	Customer Charge (20.10 x 12/365) x 31	20.49
	2.6 kW at 8.00	20.50
	3415 kWh at .03461	115.39
	Fuel and Purchased Power	
	2754 kWh at .02020	54.56
	661 kWh at .02092	12.52
Total:(01)		223.46

02. Other Charges/Credits

Transmission Rider	14.51
Renewable Rider	8.82
Generation Rider	5.04
Total:(02)	28.37
Current Billing:	251.83

Additional Information:
 Stock purch via Ready Check: \$100.00
 Energy Share Donation \$ _____
 Due Date: Sep 03, 2020
 Amount Due: \$300.00
 This is a Ready Check account. The amount paid by your bank this month was \$400.00 including stock purchase.
 Write our office at: PO BOX 2002, FERGUS FALLS MN 56538-2002, www.otpco.com
 *P Indicates Prorated Billing
 More account information on back.

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.

For more information about what's included in item 17 visit us online at www.otpco.com.

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


We've made your bill easier to understand

In 2019 we included all rider charges in the Energy and Renewable section of your bill. In early 2019 we shifted a portion of the energy (per kWh) charge from your metered rate to the Energy Adjustment Rider.

We recognize that this may have caused some confusion, and we've updated your bill to better summarize these charges.

We've removed the energy adjustment rider costs from the Energy and Renewable Adjustment charge and created a separate Fuel and Purchased Power line item.

1 This 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.



Account Number: **0123456**

MARY CUSTOMER
123 ANYWHERE ST
ANY TOWN, ND 123456

Billing Date: **May 05, 2020**

Previous Payment: 04/13/20 43.63
Current Billing: 45.93
Amount Due: **\$45.93**

If payment is not credited to your account by Jun 05, 2020, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

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:
PO BOX 2002
FERGUS FALLS MN 56535
www.otpc.com

Account Detail (0123456)

01. Residential Serv Winter		
P	05/04/20 Reading	48680
	04/03/20 Reading	48335
	Kilowatt Hours Used	345
	Customer Charge (14.00 x 12/365) x 31	14.27
	345 kWh at .05446	18.79
	Fuel and Purchased Power	
	213 kWh at .02020	4.31
	32 kWh at .02092	0.66
Total:(01)		38.03

Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpc.com.

02. Other Charges/Credits

- 2 Transmission Rider
- 3 Renewable Rider
- 4 Generation Rider


Total:(02) Current Billing:

*P Indicates Prorated Billing

More account information

We've outlined additional adjustments and riders under Other Charges/Credits:


2 The transmission cost recovery rider allows us to recover costs associated with transmission additions designed to meet your energy needs, accommodate the delivery of additional renewable energy, and enhance transmission system reliability.



3 The renewable resource adjustment allows us to recover costs associated with renewable energy facilities that we own.



4 The generation cost recovery rider allows us to recover costs associated with new generation facilities to provide additional capacity, dispatchable energy, and grid support to meet your electric needs.



These changes don't impact the price per kilowatt-hour you pay but simply provide a clearer overview of the billing components that make up our rates.

For more detailed information about your bill components, visit otpc.com/mybill.



Please contact us at 800-257-4044 or 218-739-8877 if you have questions.