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September 11, 2018

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

**RE: In the Matter of Otter Tail Power Company's Application for Approval of Tariff
Changes to Facilitate Implementation of a New Customer Information System
Case No. PU-18-106
Supplemental Information**

Dear Mr. Nitschke:

On June 28th, Otter Tail Power Company (Otter Tail) submitted a filing to notify the Public Service Commission of the implementation of a new Customer Information System (CIS) which is scheduled to go into operation on October 1, 2018. Supplemental filings were made on August 21st and August 29th in order to provide updated information to the initial filing.

This letter is to provide an update on the implementation progress and share an important development in the implementation time line. Otter Tail has decided to move the implementation "go-live" of our new CIS system (CISone) from October 1 to the first week of January 2019 to allow for more testing, training and to ensure the system and personnel are operationally ready. The first priority of the implementation is to launch an accurate billing system that is fully supported by company personnel with no disruptions to our customers.

Otter Tail believes the change in go-live dates should not impact the decisions that need to be made in this case. Previously, Otter Tail requested that the Commission act on the request by October 1st. While the implementation date has changed, in order to lock down the testing and training we need to do, Otter Tail requests that the Commission address this case as soon as reasonably possible. Similar notice has been provided in Case No. EL 17-398. Minnesota and South Dakota staffs are also being informed of this development.

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Otter Tail is available to provide any additional information or respond to any questions you may have. Feel free to contact me at (218) 739-8956 or email me at cstephenson@otpc.com.

Sincerely,

/s/ CARY STEPHENSON
Cary Stephenson
Associate General Counsel

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Enclosures