

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



April 15, 2020

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

**RE: Authorization to Temporarily Estimate Meter Readings - COVID-19  
Docket No. PU-20-159  
Supplemental Filing**

Dear Mr. Kahl:

Otter Tail Power Company (Otter Tail) provides this clarification to its earlier request for authorization to temporarily use estimated meter readings in certain meter locations. Otter Tail's request is to estimate meters located inside an inhabited structure and is necessary to provide social distancing for the safety of our staff and our customers during this COVID-19 pandemic.

Otter Tail customers will continue to receive a monthly electric service statement. Customers' electric service statements will be marked with an "E" next to the meter readings to advise the customers the meter readings were estimated. When determining an estimated read, the system determines a daily average. To determine the daily average, the billing system looks for a reading from the same time last year to use for the average consumption calculation. If that read is not available, the system uses the previous two period reads for the average consumption calculation. Then the system calculates the current days in the billing period. The daily average, in addition to weather impacts are used in the calculation for estimated consumption.

Customers are encouraged to contact Otter Tail in the event they are unable to make a payment, whether the meter reading is estimated or an actual read. Otter Tail is ready and willing to work with customers including setting up payment plans to help work through higher bills incurred during this unprecedented time.

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Otter Tail estimates this will affect approximately 2 percent of our customers or fewer who have meters located inside their businesses and/or homes. We are estimating that 80 percent of these customers will be residential customers. If the Commission desires, we can provide greater detail in a subsequent filing as we learn more through meter reading in the next few weeks.

An electronic copy of this filing is being sent to [ndpsc@nd.gov](mailto: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 218-739-8657 or at [molsen@otpc.com](mailto:molsen@otpc.com).

Sincerely,

*/S/ MATTHEW J. OLSEN*

Matthew J. Olsen  
Manager, Regulatory Proceedings and Compliance

cjh  
Enclosures  
By electronic filing and U.S. mail