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October 14, 2022



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 Otter Tail Power Company's Application for Approval of the Initial Rate of the Advanced Grid Infrastructure Cost Recovery Rider, Rate Schedule 13.11  
Case No. PU-22-312  
Supplemental Filing**

Dear Mr. Kahl:

Enclosed are an original and copies of Otter Tail Power Company's (Otter Tail's) supplemental filing to the Application previously filed on July 8, 2022, in the above referenced case. Otter Tail submits this supplemental filing to provide information requested by the Commissioners during the Informal Hearing on September 27, 2022, and to request approval of changes to our Tariff Sheets, Customer Notice, and Customer Information Brochure.

### **Information Requested During Informal Hearing**

On September 27, 2022, Otter Tail participated in an Informal Hearing to provide information to the Commission regarding the projects included in this filing. Responses to the questions raised during the hearing are included below.

#### **New Name for Cost Recovery Rider**

In the initial filing, the rider is called the Advanced Grid Infrastructure Cost Recovery Rider. The Commissioners expressed concern that this name does not fully convey to customers the purpose of the new charge. Otter Tail consulted with the North Dakota Director, Public Utilities Division, for input on a name that would better convey the purpose of the rider to customers and other stakeholders, and we are in agreement regarding changing the name to Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider.

#### **Advanced Metering Infrastructure (AMI) Cost Savings Breakdown**

The Commissioners requested a breakdown of the AMI cost savings credit shown in the tracker. Table 1 below shows the details of the anticipated savings due to AMI implementation for years 2023 and 2024.

**Table 1 – AMI Cost Savings Breakdown**

<b>Reduction in Expenses</b>	<b>2023</b>	<b>2024</b>
Contracted Meter Reading Services	540,512	1,670,181
Meter Reading & Field Services Estimated Benefit - based on 39,470 hrs, 25% in 2023, 50% in 2024 and 25% in 2025	1,036,430	3,202,568
Customer Care & Billing (estimated reduction of 1.5 FTE's through attrition)	34,361	106,175
Outage Restoration (tells us when meter goes out- faster response)	10,518	32,502
Handheld System replacement avoided cost	122,633	378,935
<b>Total Projected Savings</b>	<b>1,744,453</b>	<b>5,390,360</b>
<b>ND Share of Savings</b>	<b>779,417</b>	<b>2,408,398</b>

**Demand Response (DR) Statistics**

During the informal hearing, the Commissioners expressed interest in certain statistics related to Otter Tail’s DR programs. Otter Tail provides additional information below.

- Out of approximately 59,000 North Dakota customers, nearly 17,700, or 30% of North Dakota customers, participate in DR programs. North Dakota accounts for 43% of the total DR program participants across Otter Tail’s territory.
- The table below provides the number of system-wide customers and the number of North Dakota customers participating in each type of DR program.

**Table 2 – Otter Tail Customers Participating in DR Programs**

<b>Demand Response Load Type</b>	<b>Number of System-wide Customers</b>	<b>Number of ND Customers</b>
Air Conditioning	2,182	467
Large Dual Fuel	211	93
Large Dual Fuel - Water Heating	328	217
Residential Demand Control	437	216
Residential Demand Control - Water Heating	5,489	3,036
Small Dual Fuel	3,555	1,698
Small Dual Fuel - Water Heating	11,299	5,761
Deferred Load	744	346
Deferred Load - Water Heating	1,019	406
Water Heating Only	15,880	5,452
Super Large General Service	1	1
<b>Total Customers on Demand Response Rates</b>	<b>41,145</b>	<b>17,693</b>

- For planning year 2022/2023 Otter Tail’s DR resources are accredited at 126.1 MW in the current annual construct. The Midcontinent Independent System Operator (MISO) will be implementing a seasonal construct beginning in planning year 2023/2024. Otter Tail will have varying accreditations across the four seasons, which are not yet known.

- DR Resources can provide multiple methods of cost savings, the value of which can vary greatly from year to year based on market conditions.
- The accredited registration of the program as a MISO planning resource can be valued at the Cost of New Entry (CONE) value set by MISO for each zone in each planning year. For Local Resource Zone 1, CONE for PY22/23 was \$91,270/MW-yr. The program's registered value in the current planning year is \$11.5 million.
- Additionally, an economic algorithm was developed to provide the company with the opportunity to arbitrage the cost of electricity in the day ahead and real-time energy markets. For calendar year 2021, the net economic value has been determined to be more than \$1.3M. This valuation is net of the payback cost acquired by deferring sales and includes the loss of non-deferred load.
- As mentioned during the presentation, the valuation of the economic algorithm remains manual and laborious. As a result, the value for calendar year 2022, to date, has not been completed. In addition to the added technological advances that the AMI meters and a two-way communications system for the DR program can bring to the system, Otter Tail is researching what advances in price persistency forecasting and report creation are available to produce faster insights and more accurate valuation results.

### **Tariff Sheets and Customer Notice**

The proposed tariff sheets and customer notice provided at the time of our initial filing on July 8, 2022, have been updated to reflect the new name of this rider (Advanced Meter and Distribution Technology Cost Recovery Rider). The updated tariffs are included with this filing as Attachment 1 and are listed below.

1. ND Index (redline and clean)
2. ND 13.00 Matrix (redline and clean)
3. ND 13.11 Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider

In addition to updating the Rider name in our Index on sheet 4, we have included additional pages (1, 3, and 5) to change the current Index reference for sections that are "Reserved for Future Use" to be more consistent throughout the tariff.

Lastly, in addition to updating the Rider name in our Matrix, we updated the Advanced Meter and Distribution Technology Cost Recovery Rider column designation for Bulk Interruptible Service to more accurately indicate "Mandatory" rather than "May apply."

Attachment 2 is our updated proposed customer notice.

### **Customer Information Brochure**

Otter Tail requests approval of an update to our North Dakota Customer Information Brochure. A new line item for this Rider will need to be included in the bill sample included in the brochure. Additionally, during the review process, our Public Relation's team offered other changes that make the brochure easier to read. These changes are shown in the redline version of the brochure that is included as Attachment 3 to this filing. An updated bill sample will be created with accurate calculations upon approval of the Rider, and we will include it in a final version of the brochure with our Compliance filing.

## **Conclusion**

Based on the information provided in the initial filing, the informal hearing, and included in this supplemental filing, Otter Tail requests that the Commission:

1. Approve the establishment of the proposed AMDT Rider.
2. Approve the recovery of the AMI, OMS and DR projects in the AMDT Rider.
3. Approve Otter Tail's initial rates to be effective January 1, 2023 to recover the proposed \$3,062,505 revenue requirement for the January 2023 to December 2023 recovery period.
4. Approve the updated tariff sheets, customer information brochure and customer notice as provided in this supplemental filing.

An electronic copy of this filing is being sent to the North Dakota Public Service Commission at [ndpsc@nd.gov](mailto:ndpsc@nd.gov).

Should you have any questions, please feel free to contact me at 218-739-8042 or [pfoster@otpc.com](mailto:pfoster@otpc.com).

Sincerely,  
*/s/ PAULA FOSTER*  
Paula Foster  
Supervisor, Regulatory Analysis

vjm  
Enclosures  
By electronic filing and US mail

**Attachment 1**  
**Case No. PU-22-312**  
**Redline and Clean Versions of**

1. ND Index
2. ND 13.00 Matrix
3. ND 13.11 Advanced Meter and Distribution  
Technology (AMDT) Cost Recovery Rider (Clean  
Version only)

## Electric Service – North Dakota - Index

<u>Section</u>	<u>Item</u>
<b>1.00</b>	<b>GENERAL SERVICE RULES</b>
1.01	Scope of General Rules and Regulations
1.02	Application for Service
1.03	Deposits, Guarantees and Credit Policy
1.04	Connection Charge
1.05	Contracts and Agreements
1.06	Forecasts for Fuel Clause and Rider Adjustments
<b>2.00</b>	<b>RATE APPLICATION</b>
2.01	Assisting Customers in Rate Selection
2.02	Service Classification
<b>3.00</b>	<b>CURTAILMENT OR INTERRUPTION OF SERVICE</b>
3.01	Disconnection of Service
3.02	Curtailment or Interruption of Service
3.03	<del>N/A – (Reserved for Future Use)</del>
3.04	<del>N/A – (Reserved for Future Use)</del>
3.05	Continuity of Service

<u>Section</u>	<u>Item</u>
<b>6.00</b>	<b>USE OF SERVICE RULES</b>
6.01	Customer Equipment
6.02	Use of Service; Prohibition on Resale
<b>7.00</b>	<b>COMPANY'S RIGHTS</b>
7.01	Waiver of Rights or Default
7.02	Modification of Rates, Rules and Regulations
<b>8.00</b>	<b>GLOSSARY AND SYMBOLS</b>
8.01	Glossary
8.02	Definition of Symbols

## Rate Schedules & Riders

<b>9.00</b>	<b>RESIDENTIAL AND FARM SERVICES</b>
9.01	Residential Service
9.02	Residential Demand Control Service
9.03	Farm Service
9.04	<del>N/A</del> ( <del>R</del> eserved for <del>F</del> uture <del>u</del> se)
<b>10.00</b>	<b>GENERAL SERVICES</b>
10.01	Small General Service (Under 20 kW)
10.02	General Service (20 kW or Greater)
10.03	General Service – Time of Use
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11.03	Outdoor Lighting – Energy Only Dusk to Dawn
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11.06	Civil Defense - Fire Sirens
11.07	LED Street and Area Lighting – Dusk to Dawn
<b>12.00</b>	<b>PURCHASE POWER RIDERS &amp; APPLICABILITY MATRIX</b>
12.01	Small Power Producer Rider Occasional Delivery Energy Service (Net Energy Billing Rate)
12.02	Small Power Producer Rider Time of Delivery Energy Service
12.03	Small Power Producer Rider Dependable Service
<b>13.00</b>	<b>MANDATORY RIDERS &amp; APPLICABILITY MATRIX</b>
13.01	Energy Adjustment Rider <ul style="list-style-type: none"> <li>• <i>Applicable to <u>all</u> services and riders unless otherwise stated in the mandatory riders matrix</i></li> </ul>
<u>13.02</u>	<u>Reserved for Future Use</u>
<u>13.03</u>	<u>Reserved for Future Use</u>
13.04	Renewable Resource Cost Recovery Rider
13.05	Transmission Cost Recovery Rider
13.06	Generation Cost Recovery Rider
13.07	<del>N/A</del> ( <del>Reserved for Future Use</del> )
13.08	Environmental Cost Recovery Rider
<u>13.09</u>	<u>Reserved for Future Use</u>
<u>13.10</u>	<u>Reserved for Future Use</u>
<u>13.11</u>	<u>Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider</u>

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**14.00      VOLUNTARY RIDERS & APPLICABILITY MATRIX**

14.01		Water Heating Control Rider
14.02		Real Time Pricing Rider
14.03		Large General Service Rider
14.04		Controlled Service – Interruptible Load CT Metering Rider (Large Dual Fuel)
14.05		Controlled Service – Interruptible Load Self-Contained Metering Rider (Small Dual Fuel)
14.06		Controlled Service Deferred Load Rider (Thermal Storage)
14.07		Fixed Time of Service Rider
14.08		Air Conditioning Control Rider ( <b>CoolSavings</b> )
14.09		Voluntary Renewable Energy Rider ( <b>TailWinds</b> )
14.10		WAPA Bill Crediting Program Rider
14.11		<del>N/A – (Reserved for Future Use)</del>
14.12		Bulk Interruptible Service Application and Pricing Guidelines
14.13		Economic Development Rate Rider – Large General Service

**15.00      NORTH DAKOTA ELECTRIC SERVICE AREA**

15.00		Retail Electric Service to Communities
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## Electric Service – North Dakota - Index

<i>Section</i>	<i>Item</i>	
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1.01	Scope of General Rules and Regulations	
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3.03	Reserved for Future Use	<b>C</b>
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3.05	Continuity of Service	



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**11.00 OTHER SERVICES**

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11.02	Irrigation Service
11.03	Outdoor Lighting – Energy Only Dusk to Dawn
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**12.00 PURCHASE POWER RIDERS & APPLICABILITY MATRIX**

12.01	Small Power Producer Rider Occasional Delivery Energy Service (Net Energy Billing Rate)
12.02	Small Power Producer Rider Time of Delivery Energy Service
12.03	Small Power Producer Rider Dependable Service

**13.00 MANDATORY RIDERS & APPLICABILITY MATRIX**

13.01	Energy Adjustment Rider • <i>Applicable to <u>all</u> services and riders unless otherwise stated in the mandatory riders matrix</i>	
13.02	Reserved for Future Use	N
13.03	Reserved for Future Use	N
13.04	Renewable Resource Cost Recovery Rider	
13.05	Transmission Cost Recovery Rider	
13.06	Generation Cost Recovery Rider	
13.07	Reserved for Future Use	C
13.08	Environmental Cost Recovery Rider	
13.09	Reserved for Future Use	N
13.10	Reserved for Future Use	N
13.11	Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider	N N

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**14.00      VOLUNTARY RIDERS & APPLICABILITY MATRIX**

14.01	Water Heating Control Rider
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**15.00      NORTH DAKOTA ELECTRIC SERVICE AREA**

15.00	Retail Electric Service to Communities
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### MANDATORY RIDERS - APPLICABILITY MATRIX

The amount of a bill for service will be modified by any Mandatory Rate Riders that must apply, Voluntary Rate Riders selected by the Customer, and charges listed in the General Rules and Regulations.

Applicability Matrix	Mandatory Riders	Energy Adjustment Rider by Service Category	Reserved for Future Use	Reserved for Future Use	Renewable Resource Cost Recovery Rider	Transmission Cost Recovery Rider	Generation Cost Recovery Rider	Reserved for Future Use	Environmental Cost Recovery Rider	Reserved for Future Use	Reserved for Future Use	Advanced Meter and Distribution Technology Cost Recovery Rider
		Section Number	13.01	13.02	13.03	13.04	13.05	13.06	13.07	13.08	13.09	13.10
<b>Base Tariffs</b>												
<b>RESIDENTIAL &amp; FARM SERVICES</b>												
Residential Service	9.01											
Residential Demand Control Service	9.02											
Farm Service	9.03											
Reserved for Future Use	9.04											
<b>GENERAL SERVICES</b>												
Small General Service (Less than 20 kW)	10.01											
General Service (20 kW or Greater)	10.02											
General Service - Time of Use	10.03											
Large General Service	10.04											
Large General Service - Time of Day	10.05											
Super Large General Service	10.06											
<b>OTHER SERVICES</b>												
Standby Service	11.01											
Irrigation Service	11.02											
Outdoor Lighting - Energy Only	11.03											✓
Outdoor Lighting	11.04											
Municipal Pumping Service	11.05											
Fire Sirens - Civil Defense	11.06											
LED Street and Area Lighting	11.07											
Key: ✓ = May apply    ■ = Mandatory    □ = Not Applicable												

NORTH DAKOTA PUBLIC SERVICE COMMISSION  
Dakota  
Case No. PU-22-1-439  
Approved by order dated

EFFECTIVE for bills rendered on  
and after ~~January 1, 2023~~<sup>December 26, 2021</sup>, in North

APPROVED: Bruce G. Gerhardson  
Vice President, Regulatory Affairs

Applicability Matrix		Mandatory Riders	Energy Adjustment Rider by Service Category	Reserved for Future Use	Reserved for Future Use	Renewable Resource Cost Recovery Rider	Transmission Cost Recovery Rider	Generation Cost Recovery Rider	Reserved for Future Use	Environmental Cost Recovery Rider	Reserved for Future Use	Reserved for Future Use	Advanced Meter and Distribution Technology Cost Recovery Rider
Section Number			13.01	13.02	13.03	13.04	13.05	13.06	13.07	13.08	13.09	13.10	13.11
<b>Base Tariffs</b>													
<b>MANDATORY RIDERS</b>													
Energy Adjustment Rider by Service Category	13.01												
Reserved for Future Use	13.02												
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Transmission Cost Recovery Rider	13.05												
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Reserved for Future Use	13.07												
Environmental Cost Recovery Rider	13.08												
Reserved for Future Use	13.09												
Reserved for Future Use	13.10												
Advanced Meter and Distribution Technology Cost Recovery Rider	13.11												
<b>VOLUNTARY RIDERS</b>													
Water Heating Control Rider	14.01												
Real Time Pricing Rider	14.02												
Large General Service Rider	14.03	✓											
Controlled Service - Interruptible Load CT Metering Rider	14.04												
Controlled Service - Interruptible Load Self-Contained Metering Rider	14.05												
Controlled Service Deferred Load Rider	14.06												
Fixed Time of Service Rider	14.07												
Air Conditioning Control Rider	14.08												
Voluntary Renewable Energy Rider	14.09												
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Large General Service	14.13												
Key: ✓ = May apply    ■ = Mandatory    □ = Not Applicable													

NORTH DAKOTA PUBLIC SERVICE COMMISSION  
Dakota

Case No. PU-~~22-17-398~~

Approved by order dated ~~September 26, 2018~~

EFFECTIVE for bills rendered on and after ~~January 1, 2023~~<sup>February 1, 2019</sup>, in North

APPROVED: Bruce G. Gerhardson  
Vice President, Regulatory Affairs





**ADVANCED METER AND DISTRIBUTION TECHNOLOGY (AMDT) COST RECOVERY RIDER**

<b>DESCRIPTION</b>	<b>RATE CODE</b>	
Residential	NAMRS	N
Residential RDC	NAMRC	N
Farm	NAMFM	N
General Service	NAMGS	N
General Service TOU	NAMGU	N
Large General Service – Primary / Transmission	NAMLP	N
Large General Service – Secondary	NAMLS	N
Irrigation Service	NAMIR	N
Outdoor Lighting (Metered)	NAMLT	N
OPA (Metered)	NAMOP	N
Controlled Service Water Heating	NAMWH	N
Controlled Service Interruptible – Small Dual Fuel	NAMCS	N
Controlled Service Interruptible – Large Dual Fuel	NAMCT	N
Controlled Service Deferred	NAMCD	N

**RULES AND REGULATIONS:** Terms and conditions of this rider and the General Rules and Regulations govern use of this schedule. N

**APPLICATION OF RIDER:** This rider is applicable to electric service under all of the Company’s metered retail rate schedules. N

**COST RECOVERY CHARGE:** There shall be included on each North Dakota customer’s monthly bill an Advanced Meter and Distribution Technology (AMDT) Cost Recovery Per Meter Charge, which shall be calculated before any applicable municipal payment adjustments and sales taxes as provided in the General Rules and Regulations for the Company’s electric service. The following charges are applicable in addition to all charges for service being taken under the Company’s standard rate schedules. N

**RATE:**

Service Category	Section	Per Meter Charge
Residential	9.01	\$1.71
Residential RDC	9.02	\$4.28
Farm	9.03	\$4.33
General Service	10.01, 10.02	\$6.61
General Service -TOU	10.03	\$13.87
Large General Service - Primary / Transmission	10.04, 10.05, 10.06, 11.01	\$71.76
Large General Service - Secondary	10.04, 10.05, 11.01	\$16.31
Irrigation Service	11.02	\$11.13
Outdoor Lighting (Metered)	11.03	\$4.41
OPA (Metered)	11.05	\$4.43
Controlled Service Water Heating	14.01	\$4.28
Controlled Service Interruptible - Small Dual Fuel	14.05	\$4.33
Controlled Service Interruptible - Large Dual Fuel	14.04, 14.12	\$17.74
Controlled Service Deferred	14.06, 14.07	\$5.31

**MANDATORY AND VOLUNTARY RIDERS:** The amount of a bill for service will be modified by any Mandatory Rate Riders that must apply or Voluntary Rate Riders selected by the Customer, unless otherwise noted in this rider. See sections 12.00, 13.00 and 14.00 of the North Dakota electric rates for the matrices of riders.

**Attachment 2**  
**Case No. PU-22-312**  
**Updated Customer Implementation Notice**

The North Dakota Public Service Commission approved our request to implement a new Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider. The approved per meter charges become effective January 1, 2023, for all classes of customers.

The AMDT Rider allows us to recover costs associated with Advanced Metering Infrastructure, an Outage Management System, and Demand Response investments.

<b>Class</b>	<b>Section</b>	<b>January 2023 - December 2023 Per meter charge</b>
Residential	9.01	\$1.71
Residential RDC	9.02	\$4.28
Farm	9.03	\$4.33
General Service	10.01, 10.02	\$6.61
General Service TOU	10.03	\$13.87
Large General Service – Primary / Transmission	10.04, 10.05, 10.06, 11.01	\$71.76
Large General Service – Secondary	10.04, 10.05, 11.01	\$16.31
Irrigation Service	11.02	\$11.13
Outdoor Lighting (Metered)	11.03	\$4.41
OPA (Metered)	11.05	\$4.43
Controlled Service Water Heating	14.01	\$4.28
Controlled Service Interruptible - Small Dual Fuel	14.05	\$4.33
Controlled Service Interruptible - Large Dual Fuel	14.04, 14.12	\$17.74
Controlled Service Deferred	14.06, 14.07	\$5.31

For more information contact Customer Service at 800-257-4044 or visit [otpc.com](http://otpc.com).

Attachment 3  
Case No. PU-22-312  
Redline Version of  
Customer Information Brochure

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.

Public Service Commission

## 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.



# 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](http://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](http://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, 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](http://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 We pay 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) 30 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.

# 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 customers' electric needs.
20. The Advanced Meter and Distribution Technology Rider allows our company to recover costs associated with advanced metering, outage management, and demand response projects.

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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 website at [www.otpco.com](http://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.

## EZ-PAY

The company offers several payment options including ePay, Ready Check, EZ-Pay, credit card (some limits and fees apply), by mail, or at a drop-box location. Our website ([www.otpco.com](http://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 where 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](http://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](http://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, 12 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

**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

**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	
P 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	
<b>Total:(01)</b>	<b>223.46</b>	

**02. Other Charges/Credits**

Transmission Rider	14.51
Renewable Rider	8.82
Generation Rider	5.04
Adv Meter & Dist Tech	0.00
<b>Total:(02)</b>	<b>28.37</b>
<b>Current Billing:</b>	<b>251.83</b>

**IMPORTANT INFORMATION ON THE BACK TOO!**

Look on the back of your statement for a graph depicting your electricity use during the last 25 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](http://www.otpco.com).

Visit [otpco.com/MyBill](http://otpco.com/MyBill) and select North Dakota sample bill.

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