

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



May 2, 2023

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: Otter Tail Power Company's New Bill Redesign  
Informational Filing**

Dear Mr. Kahl:

Otter Tail Power Company hereby submits to the North Dakota Public Service Commission this Informational Filing in the above-referenced matter.

An original and copies have been sent to you via USPS.

Please contact me at (218) 739-8827 or [jschmit@otpc.com](mailto:jschmit@otpc.com) if you have any questions regarding this filing.

Sincerely,

*/s/ JOLEEN J. SCHMIT*

Joleen J. Schmit  
Customer Experience Specialist  
Customer Care & Relations

lcd  
Enclosures  
By electronic filing and U.S. mail

1 PU-23-173 Filed 05/02/2023 Pages: 20  
New Bill Redesign Informational Filing  
Otter Tail Power Company  
Joleen Schmit, Cust. Exper. Specialist

**STATE OF NORTH DAKOTA  
BEFORE THE  
NORTH DAKOTA PUBLIC SERVICE COMMISSION**

**In the Matter of Otter Tail Power  
Company's New Bill Redesign**

**INFORMATIONAL FILING**

**I. INTRODUCTION**

Otter Tail Power Company (Otter Tail or Company) submits this Informational Filing to the North Dakota Public Service Commission (Commission) of our new design to our Electric Service Statement (billing statement). The implementation of this redesigned billing statement and other pertinent forms is part of our ongoing effort to improve customer satisfaction and enhance communications with our customers in a manner that is clear and easy to understand. The new billing statement design will update the display of our bill as well as resolve issues that remain from the transition from our legacy billing system to our current system. Along with the upgrade to our Customer Information System (CIS) completed in 2019, the new billing statement design is part of a suite of upgrades to improve the way we communicate with customers and exchange information on their electric service, improving their overall experience with Otter Tail as their electric service provider.

We request that if the Commission has feedback on the changes described below, it be provided no later than July 15, 2023, to allow us sufficient time to communicate the changes to our customers and provide the Company adequate time to test and implement the approved forms.

- Standard and Commercial Electric Service Statements (billing statement)
- Notice of Proposed Disconnection

**II. BACKGROUND**

Otter Tail has not made a significant update to our billing statement in decades. After utilizing a legacy Customer Information System for nearly 30 years, Otter Tail completed an upgrade to our CIS in 2019. This upgrade paved the way for enhanced customer experience and interaction. We did not, however, want to introduce additional complexity to the CIS transition by also initiating a new billing statement design at that

time. Now that the CIS transition is complete and we have operating experience to work with, we are ready to further enhance the customer experience through a revised billing statement. To determine the optimal design, we sought input from utilities that have recently completed this process, and most importantly, our own customers. As described below, Otter Tail has crowdsourced this design with our customers to account for their input. The billing statement described in this filing is the result of that customer input and the capabilities of our current CIS to bring clarity and improve our customers' experience.

### **III. DESCRIPTION AND PURPOSE OF FILING**

#### **A. Bill Redesign Background**

Our billing statements are the most important means of communication we have with our customers. The current billing statement does not provide an opportunity to share a thorough explanation of the billing components and has a very antiquated design. Except for minor modifications, our current billing statement format has been in place for several decades.

When we implemented our new CIS in February 2019, we encountered limitations in our current billing statement design that are resolved by the proposed new design. With the new CIS, the billing details became more difficult for us to explain to customers due to the display limitations of the CIS using the current billing statement format. CIS currently utilizes a boxed format with a predetermined number of lines to display billing information for each meter. There have been occasional billing issues when information needed for billing hasn't fit in this predetermined area. With our new billing statement design and our development efforts with Cayenta, our CIS partner, we are proposing a more dynamic billing statement design that will not have limitations on the number of lines available to display billing details, even for our most complex rates. Rather, all the required billing components will flow on to the bill with no restrictions. This will reduce the risk for any potential billing display errors due to the improper handling of the billing components.

When we started the bill redesign journey, we wanted to include the best elements of other utilities design billing statements and we wanted specific input from our customers. As described in the next section, we sought customer input on which attributes were most valuable on a billing statement. We then began researching other utility designs. We visited with three other utilities that recently went through a bill redesign effort to understand the scope of the project. We

documented lessons learned from each of those utilities and took that into consideration when developing our current proposed design. We also reviewed more than 50 other utilities' bills, as well as the billing statements of our neighboring utilities. We pulled relevant information from those examples that aligned with our goals and perceived customers' needs. We compiled the best version of each bill component to use in our design. Our graphic design department brought those designs to life as we moved through several different versions of the bill until we settled on a proposed design to bring forth to our customers. To further refine the design with specific and valuable input from our customers, we shared our design with our customers through our Otter Voice<sup>1</sup> community. Our customer feedback and suggestions for improvements led us to our final design.

## **B. Bill Redesign Input – Otter Voice Bill Design Survey and Feedback**

With Human-Centered Design at the core of our decision making, we took a comprehensive bill survey to our Otter Voice community in May 2022. Otter Voice is a group of approximately 900 customers in MN, ND, and SD that have opted into this community to provide Otter Tail with feedback on customer experience initiatives. For the purposes of our first bill survey to the Otter Voice members, there were 399 respondents. The survey was a series of approximately 20 questions in which we asked customers what was most important to them on a new design.

The feedback from our first bill survey told us that:

- Customers expect certain basic elements of the bill to be easy to find, such as due date and amount due. Those two items were listed as the most important items on the bill.
- Customers expect the bill to be easy to understand.
- Customers like larger font so it's easy to read for all age groups.
- Customers want more information pertaining to riders.
- Customers want a design and colors that work for color-blind individuals.
- Customers want information presented in a simplistic format.

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<sup>1</sup> Otter Voice is an online community of our customers that helps us continue to provide exceptional service. Customers offer feedback on our current practices, preview new programs, and suggest improvements for our company, allowing us to use direct feedback to design programs and options focused on addressing their obstacles.

- Customers want to be able to easily track their Even Monthly Payment balances.
- Customers want transparency on the total cost per kWh, including rider information.

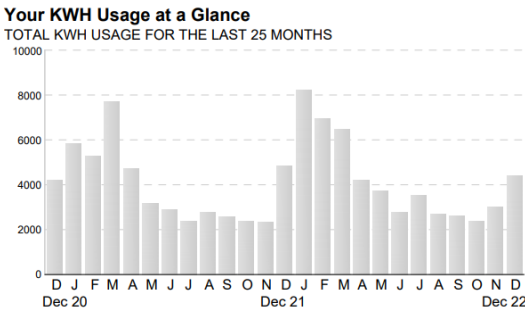
With these findings and our research of the state of the industry, we developed our first design draft. In November 2022, we took that design to the Otter Voice community again. This time we had a bill mockup to show them and requested they share feedback. The customers were provided an opportunity to offer open-ended responses to each question to help us better understand their feelings on each bill component. Through the survey, we gathered valuable customer feedback that helped us to further understand what our customers desire in a bill design and that led us to our final design.

For this survey, we only went to the members in North Dakota. There were 300 Otter Voice members in North Dakota that received the bill design survey and of those, 75 responded. The survey was a series of approximately 30 questions in which we shared images of our new design and asked our customers to rate their experience in finding and understanding information such as:

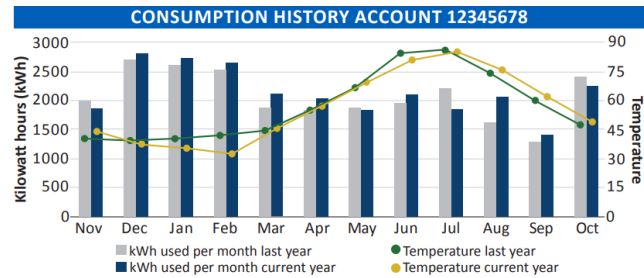
- Account number
- Bill due date
- Billing details
- Presentment of customer service phone number and online payment URL

In our “Your Account Summary” section on page 1 (front side), we asked if they were able to easily understand how we arrived at all balances presented. If customers participate in our Even Monthly Payment (EMP) plan, we asked if the balances presented to them in our new EMP section were clear. We also asked for feedback on our consumption graph design. Currently our graph shows 25 months of usage information. The new proposed graph design consists of two years of consumption with a respective temperature overlay. While this graph shares a similar amount of historical data as the current one, we chose to do a side-by-side year-over-year bar graph. This allows customers to do an easy comparison between this year and last year during the same billing period.

## Current Billing Statement



## Redesigned Billing Statement



The temperature overlay is designed to give customers insight into why their bills may have gone up or down and to better associate the impact of weather on billing amounts. Our intention is that by having both the graph and weather overlay available for viewing, we can more clearly explain bill increases related to weather impacts.

In our “How We Calculated Your Bill” section on page 1 (back side) of the bill, we asked customers to review the amounts presented and if it was easy to understand how we calculated the amounts.

The survey results were extremely positive in the following areas:

- Ease of understanding
- Overall appearance
- Overall satisfaction with the bill

The rating options we provided in these three broad categories were Poor, Fair, Good, Very Good, and Excellent. For ease of understanding, 99 percent of our customers scored us Good and above. For overall appearance, 100 percent rated us Good or above, and for overall satisfaction of the bill, members of the community gave us a 100 percent rating of Good or above. In each of these three areas, the majority of customers ranked us in the Very Good or Excellent category. After receiving the information from our Otter Voice community, we went to work modifying the bill based on customer feedback. Most of the changes were subtle as customers were pleased with our original overall design.

### C. Bill Redesign Purpose

Our billing statement redesign focuses on customer preference, efficiency, and clarity of the information provided. While we intend to maximize customer use of electronic billing programs, the bill redesign is applicable for customers

receiving a billing statement in either electronic or paper form.<sup>2</sup> We expect our redesigned billing statement to more effectively deliver customer-relevant information that will increase customer engagement and value, reduce the need for customers to call us for bill explanations, and streamline internal processes.

The idea behind our proposed design was to satisfy both the customer that wants to know high-level information like the amount due and the due date, as well as the customer that desires additional billing details. The page 1 (front side) provides high-level information quickly and easily. It includes items in an easy-to-understand account summary that includes the billing date, the due date, adjustment and payment totals, and the current and total amounts due. For our Even Monthly Payment (EMP) customers<sup>3</sup>, we have included a concise area to review their budget balance information. We believe this EMP information display format will not only benefit customers but also our Customer Service Representatives in assisting customers with the explanation of EMP balances. Under our current design, there is no concise area where all EMP balances are displayed together, making it difficult for customers to understand carry forward balances and connecting EMP balances from one month to the next. We believe this new designated EMP section of our billing statement will remedy our existing shortcomings in this area.

For the customer who wants more information, the payment and adjustment details can be found on page 1 (back side) of the billing statement, as well as the required regulatory messages, and all billing details. We added a QR code and link to our website where customers can locate explanations of billing terms. These terms are provided to customers initially through the Customer Information Brochure that is distributed when they become an Otter Tail customer. These terms will also be included in the How to Read My Bill information that is available to customers through our website. This list of terms includes, but is not limited to, a description of the Mandatory riders, Customer Charge and Facilities Charge definitions as well as a definition for Proration.

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<sup>2</sup> Currently, approximately 69 percent of our customers receive paper billing statements, with the remainder viewing them electronically in a pdf format. We continue to promote paperless billing with a goal of increasing adoption by two percent each year. By 2027, we expect 40 percent of our customers to utilize paperless billing, with almost 60 percent of our customers continuing to utilize a paper bill.

<sup>3</sup> Approximately 10 percent of Otter Tail's residential customer utilize the Even Monthly Payment option. EMP allows customers to pay a set amount each month based on their usage from the prior twelve months. This avoids significant bill fluctuation in months of higher usage. The monthly amount is reviewed after seven bills and 12 bills to ascertain the reasonableness of the budget amount and adjusted if necessary.

The billing details on page 1 (back side) of our bill will now much more accurately align with information contained in our CIS, which should lead to easier explanations by our Customer Service Representatives if customers contact us regarding their bill.

As explained earlier, when we converted to our new CIS in February 2019, there were several limitations on how information can be presented on our existing bill. Currently, billing details in the CIS are displayed differently than the billing details on the billing statement making it difficult to assist customers with bill calculation questions. The new billing statement design will assign all charges that belong with a meter to that meter specifically in our billing details instead of showing those rider totals in the Other Charges and Credits section of the bill. The rider charges will be displayed with the billing details for each meter in their own section. This will keep the information in our new design aligned with our CIS and simplify explanation to customers of how meter charges are calculated. Under our current design, the Other Charges and Credits section of our bill includes all our riders, i. e. Renewable Resource Cost Recovery (RRCR) Rider, Transmission Cost Recovery (TCR) Rider, Generation Cost Recovery (GCR) Rider, and Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider. Each specific meter or area light will now have the applicable riders segmented out as part of those charges. We will no longer display them separate from the meter charges. We chose this design intentionally to ensure transparency to our customers as well as to align meter charges on the bill with those same charges in our CIS.

Under our current bill presentment, there can be confusion at transitions between seasonal rates (typically June and October bills). The Winter and Summer information for each meter gets duplicated on the bill showing separate charges for each. The first section displays as “Winter,” and the second section appears as “Summer.” The duplication of some information such as customer charge and meter readings cause customer confusion at times. The seasonality split also requires twice as many columns of information on the bill. For customers with multiple meters at their location, this situation replicates itself with each meter, which can lead to a long and confusing bill. For example, a customer with two meters would have, at minimum, four different segments of information on their current bill.

Customer concerns surrounding this type of presentment include misinterpretations that they are being charged twice for their kWhs used, twice for

the Customer Charge, and general confusion caused by this seasonal view. Resolving this problem was one impetus for the new design.

In our new design, we have streamlined information for Winter and Summer to show as individual line items as part of the billing details for each meter. Information will no longer be duplicated. Each rate structure associated with the proper season is shown alongside the kWhs consumed with no added confusion. We will indicate “Winter” or “Summer” throughout the year to identify the billing season. We have also added an explanation of what our Winter and Summer time periods are for customers under our Explanation of Billing Terms that customers can access as previously described through the QR code or URL provided. This should help customers understand there are different charges associated with the different seasons.

As stated earlier, our overall purpose of the design was to provide a billing statement that is easier to understand and clearly presents important billing information. We believe the way we chose to present billing information to our customers under this design will accomplish these goals.

#### **D. Billing Statement Enhancements**

In addition to the improved graph information and the streamlined billing details, we also added four “bubbles” that call out information at a glance. These include:

- Current month kWhs used
- Days in Billing Cycle
- Average kWh per day
- Average Daily Cost

We increased the overall font size, added an area that allows for all payments and adjustments to be individually listed, and a more concise “Even Monthly Payment (EMP)” area. In the new design, we have included the “Your Account Summary” area on page 1 (front side) that clearly displays charges. All payments will be summarized in one grand total and all adjustments will also be presented in a summary. Details on all payments and adjustments are included in a section on page 1 (back side) of the billing statement that will list all of them individually, along with the date. This is a huge win for our customers as currently, we are only able to present the most recent payment on their bill. There is no room to display

all of them. This leads to calls to our Customer Service Representatives from customers wondering if we received their other payments.

We also made our customer service contact information more prominent, along with our payment option information, including an easy-to-use QR code. This QR code ties directly to our public website where customers can access our new customer engagement platform that will be live in mid-2023.

Our new design increases value by providing our customers with a better understanding of their bill which reduces customer questions and increases overall customer satisfaction.

#### **E. New Commercial Customer Bill Design**

Otter Tail also proposes similar changes to our commercial customer billing statement with a few factors distinguished from the standard billing statement. We recognize that our commercial customers may have an interest in having relevant billing components displayed that are different from our standard customers. Using our same standard design, we wanted to highlight certain areas of interest for commercial customers on our new bill design. When compared with the standard design, the areas that differ on the commercial design are as follows:

- a. The commercial consumption graph includes total metered kW demand and kWhs used rather than a temperature overlay and kWhs used. The total metered kW is a cumulative demand total across all applicable meters.
- b. The Average Daily Use “Bubble” on the standard design has been replaced by a total metered kW “Bubble” on the commercial design.

#### **F. Contents of the Filing**

The modifications to our billing statement adhere to North Dakota Admin. Code 69-09-02-11, Subp. 2. These modifications are expected to:

- Improve customer satisfaction by providing a billing statement to customers that is easier to understand.
- Reduce customers’ need to call by providing easy access to our billing terms by providing a direct reference via QR code and a direct URL.
- Provide a two-year graph with consumption and temperature overlay for monthly or annual comparisons.
- Provide at-a-glance daily averages for kWhs used and associated cost.

- Bring Even Monthly Payment information into one main area of the bill and include additional details for ease of understanding.
- Provide a summary section of account charges that provides information on all payments and adjustments in the billing cycle with detailed information to support that summary.
- Provide easy access to our online platform by providing direct references to that site on the bill via QR code and a direct URL.

Attached to this filing are the following:

- Attachment 1 – Billing Content Compliance with Rules List
- Attachment 2 – Redesigned Standard Electric Service Statement
- Attachment 3 – New Commercial Electric Service Statement
- Attachment 4 – Redesigned Disconnection Notice

The Billing Content Compliance with Rules List (Attachment 1) is a list of utility billing statement requirements per ND Administrative Code Chapter 69-09-02. Attachment 2 and 3 are samples of our new standard billing statement and new commercial billing statement that include reference indicators as identified on the Billing Content Compliance with Rules List. Attachment 4 is our updated Disconnection Notice.

The modifications to our Disconnection Notice are largely color and formatting to match the new design of our billing statement. The account number, disconnect date, and disconnect amount are clearly called out using specific color on the bill. The remittance stub consists of the disconnect amount as well as the total amount due on the account. These amounts may not always be the same, and we want to encourage customers to pay in full, if possible, by providing them this information. The remaining language has been rearranged to give our customers a clearer and more concise message.

#### **G. Customer Information Brochure**

Otter Tail recognizes the need to update the current version of our North Dakota Customer Information Brochure with a sample of this new redesigned bill. This new bill sample will be updated in the brochure closer to the implementation of our new Bill Design. This will allow us to make this change following the necessary changes that will be described in our upcoming Application for approval

of tariff changes filing that we will be making to facilitate implementation of our new advanced metering and distribution technology systems.

#### **H. Manual Billing Exception**

Currently Otter Tail has one North Dakota manually billed customer. This customer is on complex hourly rates and billed outside of our CIS. Their customer bill and additional reporting is produced using different software. We have determined that our current software cannot support the graphics in our new billing statement design without a significant investment.

For this reason, we will not implement this new bill design for this customer whose bill is calculated using a separate billing system, until our CIS is able to process those bills. As of the date of this filing, this timeline is unknown.

#### **I. Communication Plan and Customer Notice**

We plan to reach our customers through many different channels, including bill inserts, social media, our Customer Connection newsletter, and our website. We will use the “How to Read My Bill” section of our website to explain the new bill format to our customers. When discussing the best communication plan during our research phase, other utilities indicated that the best approach was to begin communicating with customers close to the actual implementation date. While we do plan to share information with our customers two to three months in advance, we expect the most significant distribution of information to occur one month prior to our implementation date.

### **IV. SUMMARY**

Otter Tail believes there is no further action required by the North Dakota Public Service Commission, however we appreciate the Commission’s feedback and welcome the opportunity for discussion. Otter Tail anticipates implementation early in 2024. As stated previously, to allow us sufficient time to communicate the changes to our customers and provide the Company adequate time to test and implement the following new and updated forms we’d appreciate the Commission’s feedback by July 15, 2023.

Date: May 2, 2023

Respectfully submitted:

**OTTER TAIL POWER COMPANY**

By: /s/ JOLEEN SCHMIT

Joleen Schmit

Customer Experience Specialist

Otter Tail Power Company

215 S. Cascade Street

Fergus Falls, MN 56537

(218) 739-8827

jschmit@otpc.com

## Billing Content in Compliance with ND Chapter 69-09-02 Standards of Service – Electric

### ND Administrative Code 69-09-02-11. Billing (Subp. 2)

2. *Each bill shall show the present meter reading; the date of the present meter reading; the number of kilowatt hours consumed; the demand, if used for billing purposes; the date or time when the bill is due; the gross and net amounts of the bill and the date or time after which the gross amount must be paid, or the net amount of the bill and the date or time after which the penalty applies and the amount thereof; and identity of the class of service or rate schedule under which the bill is computed. Estimated bills and prorated bills shall be distinctly marked as such.*

<b>Indicator</b>	<b>Rule</b>	<b>Billing Statement</b>
1	<i>the present meter reading;</i>	<i>Standard</i>
2	<i>the date of the present meter reading;</i>	<i>Standard</i>
3	<i>the number of kilowatt hours consumed;</i>	<i>Standard</i>
4	<i>the demand, if used for billing purposes;</i>	<i>Commercial</i>
5	<i>the date or time when the bill is due;</i>	<i>Standard</i>
6	<i>the gross and net amounts of the bill and the date or time after which the gross amount must be paid, or the net amount of the bill and the date or time after which the penalty applies and the amount thereof;</i>	<i>Standard</i>
7	<i>and identity of the class of service or rate schedule under which the bill is computed;</i>	<i>Standard</i>
8	<i>Estimated bills...</i>	<i>Standard</i>
9	<i>and prorated bills shall be distinctly marked as such.</i>	<i>Standard</i>



**Questions about your bill?**

Call: **800-257-4044** or  
**218-739-8877**  
Write: PO Box 2002  
Fergus Falls, MN 56538-2002  
Visit: **otpc.com**



**YOUR ACCOUNT SUMMARY**

Customer Person Customer	
Service location	123 Anywhere St Anywhere, ST 12345
Account number	<b>12345678</b>
Due date	<b>Monday, November 14, 2022</b>
Billing date	Monday, October 17, 2022
Previous balance	\$150.00
Payments	(\$150.00)
Adjustments	\$1.00
Current EMP amount	\$150.00
<b>Total amount due</b>	<b>\$151.00</b>

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**PAY ONLINE**  
Scan the QR code or visit  
**otpc.com/my-account.**



**PAY BY PHONE**  
Call 800-257-4044.  
You'll need your account  
number and service  
location zip code.

**EVEN MONTHLY PAYMENT (EMP) STATUS**

EMP balance forward	\$127.25
Current billing amount	\$207.19
<b>Current EMP amount</b>	<b>\$150.00</b>
8-month EMP balance after payment	\$184.44

6

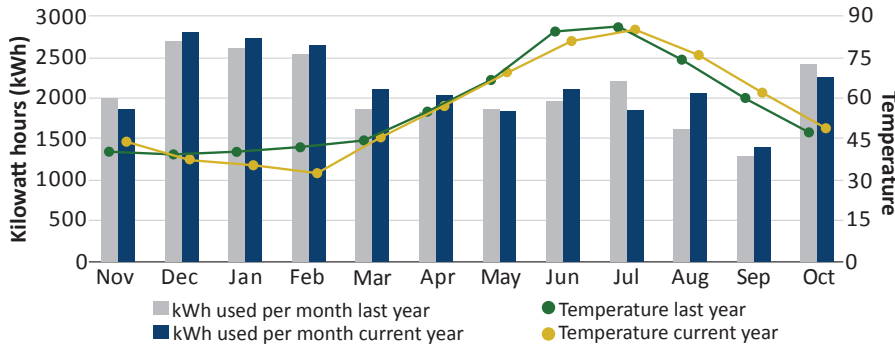
**MORE PAYMENT, ADJUSTMENT, AND BILLING INFORMATION ON BACK.**  
If payment is not credited to your account by Nov 14, 2022, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

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**811 Call before you dig.**

Call 811 or your state's One Call office before you dig.

**CONSUMPTION HISTORY ACCOUNT 12345678 ENERGY USAGE INFORMATION**



**Energy Usage Information**

- This month: **2,250 kWh**
- Days in billing cycle: **30**
- Avg kWh per day: **75**
- Avg daily cost: **\$6.91**

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



215 South Cascade Street  
Fergus Falls, MN 56537



Check for mailing address change (see reverse side)

12345678 1 000015100 19



MARY CUSTOMER  
1234 ELM ST E  
ANYTOWN, ST 56537-0496

243

**Please make check payable and remit to:**  
**Otter Tail Power Company**  
**PO Box 2002**  
**Fergus Falls, MN 56538-2002**

Stock purchase \$ \_\_\_\_\_  
Energy Share donation \$ \_\_\_\_\_

**COPY - DO NOT PAY**

This is a Ready Check account. The amount paid by your bank this month was \$151.00.

<b>Total amount due</b>	
<b>November 14, 2022</b>	<b>\$151.00</b>
<b>Amount enclosed</b>	
<b>\$</b>	

12345678-1 \$151.00 EMP

**PAYMENT AND ADJUSTMENT DETAILS**

Previous balance	\$150.00
Payment 09/25/22	(\$150.00)
Late charge	\$1.00
Current EMP amount	<u>\$150.00</u>
<b>TOTAL AMOUNT DUE</b>	<b>\$151.00</b>

**HOW WE CALCULATED YOUR BILL**

**1. Residential Services - N101**

Meter 12345678		
10/15/22 Reading estimated	56789	1
09/15/22 Reading	56039	8
375 kWh @ .05446 Winter	\$20.42	3
375 kWh @ .08050 Summer	\$30.19	
Customer Charge prorated	\$13.81	9
Fuel and Purchased Power		
375 kWh @ .03843	\$14.41	
375 kWh @ .03286	\$12.32	
Transmission Rider	\$3.46	
Adv Meter & Dist Tech	\$1.68	
Renewable Rider	\$4.58	
Generation Rider	\$1.92	
<b>Total Meter Charges</b>	<b>\$102.79</b>	

**2. Controlled Service - Interrupt - No Penalty - N190**

Meter 78787878	
10/15/22 Reading estimated	15560
09/15/22 Reading	14060
750 kWh @ .00850 Winter	\$6.38
750 kWh @ .00911 Summer	\$6.83
Customer Charge prorated	\$8.38
Facilities Charge prorated	\$11.54
Fuel and Purchased Power	
750 kWh @ .03888	\$29.16
750 kWh @ .03325	\$24.94
Transmission Rider	\$1.00
Adv Meter & Dist Tech	\$4.28
Renewable Rider	\$2.35
Generation Rider	\$0.99
<b>Total Meter Charges</b>	<b>\$95.85</b>

**3. Other Charges and Credits**

Outdoor Lighting 16 kWh	\$7.34
Fuel and Purchased Power	
8 kWh @ .02929	\$0.23
8 kWh @ .02514	\$0.20
Transmission Rider	\$0.04
Renewable Rider	\$0.52
Generation Rider	\$0.22
<b>Total Other Charges and Credits</b>	<b>\$8.55</b>

**CURRENT BILLING AMOUNT**

**\$207.19**



Please scan the code or visit [otpco.com/mybill](http://otpco.com/mybill) for an explanation of your billing terms and rates.

**Change of mailing address**

Need your bill mailed to a different address? You can provide that address below. Please note that to change the name or service address, you'll need to contact us at 800-257-4044.

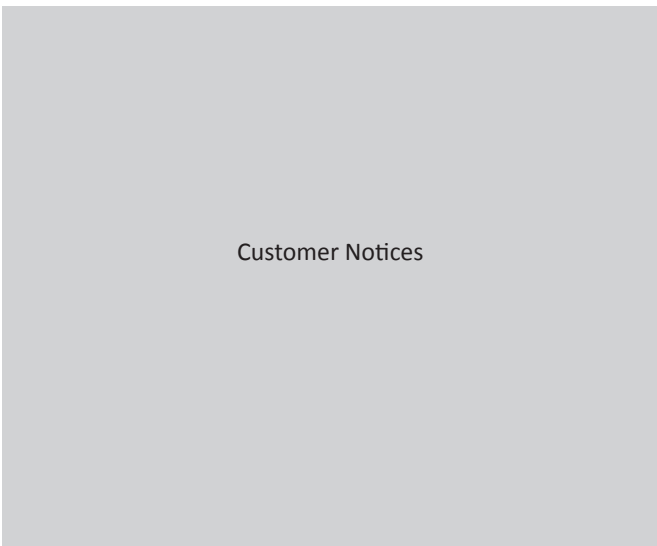
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\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

12345678-1



Customer Notices

Page 1 N602 NDI LGS 03 12345-9999555 US  
000000000000 4 9 10 11



**Questions about your bill?**

Call: **800-257-4044** or  
**218-739-8877**  
Write: PO Box 2002  
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**PAY ONLINE**  
Scan the QR code or visit  
**otpco.com/my-account.**



**PAY BY PHONE**  
Call 800-257-4044.  
You'll need your account  
number and service  
location zip code.

YOUR ACCOUNT SUMMARY	
Customer Person Customer	
Service location	123 Anywhere St Anywhere, ST 12345
Account number	<b>12345678</b>
Due date	<b>Monday, November 14, 2022</b>
Billing date	Monday, October 17, 2022
Previous balance	\$17,265.10
Payments	(\$17,265.10)
Adjustments	\$0.00
Current billing amount	\$21,915.31
<b>Total amount due</b>	<b>\$21,915.31</b>

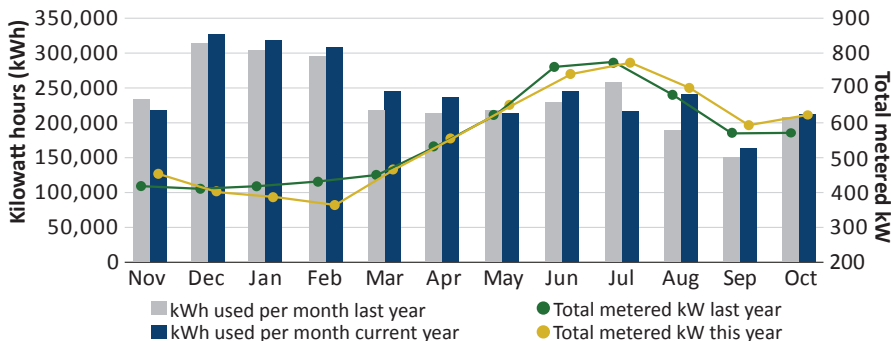
MORE PAYMENT, ADJUSTMENT, AND BILLING INFORMATION ON BACK.

If payment is not credited to your account by Nov 14, 2022, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

**811 Call before you dig.**

Call 811 or your state's One Call office before you dig.

**CONSUMPTION HISTORY ACCOUNT 12345678 ENERGY USAGE INFORMATION**



This month **229,700 kWh**

Days in billing cycle **30**

Total metered kW **627.3**

Avg daily cost **\$730.51**

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



215 South Cascade Street  
Fergus Falls, MN 56537



Check for mailing address change (see reverse side)

Please make check payable and remit to:  
**Otter Tail Power Company**  
PO Box 2002  
Fergus Falls, MN 56538-2002

Stock purchase \$ \_\_\_\_\_

Energy Share donation \$ \_\_\_\_\_

12345678 1 002191531 19



MARY CUSTOMER  
1234 ELM ST E  
ANYTOWN, ST 12345-9999555

243

<b>Total amount due</b>	<b>November 14, 2022</b>	<b>\$21,915.31</b>
<b>Amount enclosed</b>		
<b>\$</b>		

12345678-1 \$21,915.31





Questions about your bill?

Call: 800-257-4044 or 218-739-8877
Write: PO Box 2002 Fergus Falls, MN 56538-2002
Visit: otpco.com



PAY ONLINE Scan the QR code or visit otpco.com/my-account.



PAY BY PHONE Call 800-257-4044. You'll need your account number and service location zip code.

NOTICE OF PROPOSED DISCONNECT

Customer Person Customer

Address subject to disconnect

123 Anywhere St Anywhere, ST 12345

Account number 12345678

Disconnect date

Thursday, December 22, 2022

Disconnect amount \$1,776.26

Total amount due \$1,776.26

If you have questions or would like to discuss possible payment arrangements, call us at 1-800-257-4044 or 218-739-8877 between 8 a.m. and 5 p.m. Monday-Friday.

For additional questions, contact the North Dakota Public Service Commission at 1-877-245-6685.

To avoid disconnection, please notify us within 10 days of receiving this notice. You can defer disconnection for 30 days if you inform us of an existing health condition, you're 65 or older, or have a disability.

DISCONNECT NOTICE

ACT IMMEDIATELY TO AVOID DISCONNECTION.

Your account is past due and subject to disconnection after 10 a.m. on Thursday, December 22, 2022.

Please provide payment of \$1,776.26 online, by phone, or by mail to avoid disconnection.

If your electric service is disconnected, you're responsible for payment of the disconnect amount, current amount, usage up to the date of disconnection, and any reconnection charges. A security deposit may also be required.

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



215 S Cascade Fergus Falls, MN 56537



Check for mailing address change (see reverse side)

Please make check payable and remit to: Otter Tail Power Company PO Box 2002 Fergus Falls, MN 56538-2002

12345678 1 000177626 19

Disconnect amount due Thursday, December 22, 2022 \$1,776.26

Total amount due \$1,776.26

Amount enclosed \$

MARY CUSTOMER 1234 ELM ST E ANYTOWN, ND 56537-0496

243

12345678

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**Change of mailing address**

Need your bill mailed to a different address? You can provide that address below.

Please note that to change the name or service address, you'll need to contact us at 800-257-4044.

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**Phone:** \_\_\_\_\_