

# Memorandum

To: Commissioners Christmann, Haugen-Hoffart, and Fedorchak

From: Adam Renfandt, Public Utility Analyst

Date: July 17, 2023



Re: Otter Tail Power Company, Billing Statement Redesign, Application, Case No. PU-23-173

On May 2, 2023, Otter Tail Power Company (OTP), submitted an information filing notifying the Commission that they intend to implement a new electric billing design by early 2024 and indicated that they wanted the Commission's input on its design. The redesign of customers' bills included several changes to assist customers in understanding the content. The design was influenced by a survey OTP sent to a group of 900 customers in MN, ND, and SD seeking their input.

The following is a summary of the Commission's suggestions:

- Change the name of franchise fees that cities levy on electric customers (without Commission involvement) from "Franchise Fee" to "[City] Franchise Fee", with the city defined as where service is located.
- Increase the size of the due date font on Page 1 of the sample bill below "Your Account Summary".
- Inform customers on Disconnect Notices that there is an energy assistance program and provide them with the contact number.
- Change the language on the Disconnect Notice from "for additional questions, contact the North Dakota Public Service Commission" to "for unresolved disputes, contact the North Dakota Public Service Commission". This will ensure that customers first try to resolve disputes with OTP.
- Ensure that QR codes link to an explanation of how the riders are calculated

The Commission appreciated OTP's interest in obtaining the Commission's feedback. Staff recommends that the Commission close the case.