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

March 12, 2024



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 – Updated Customer Information Brochure Informational Filing**

Dear Mr. Kahl:

Otter Tail Power Company (Otter Tail) hereby submits to the North Dakota Public Service Commission this filing as notice of an update to our Customer Information Brochure (CIB). We are still on track to roll-out our newly designed bills in May<sup>1</sup>. This updated CIB contains a sample of our newly designed bill.

In addition to uploading this to our website ([How to Read My Bill | Otter Tail Power Company \(otpc.com\)](http://www.otpc.com)), the CIB is included with our New Customer Packets, and as a handout when working directly with our customers in the field. This updated version will be effective as soon as we've rolled out our new bill design.

Copies have been sent to you via USPS.

Please contact me at (218) 739-8699 or [wolson@otpc.com](mailto:wolson@otpc.com) if you have any questions regarding this filing.

Sincerely,

*/s/ WENDI A. OLSON*  
Wendi A. Olson  
Regulatory Compliance Specialist

lcd  
Enclosures  
By electronic filing and U.S. mail

6 PU-23-173 Filed 03/12/2024 Pages: 3  
Informational Filing - New Bill Redesign - Updated Customer Information Brochure  
Otter Tail Power Company  
Wendi Olson, Reg. Compliance

<sup>1</sup> In the matter of Otter Tail Power Company's New Bill Redesign, Case No. PU-23-173.

## Disconnection *continued*

If you have an existing health condition, are 65 or older, or have a disability, please contact us. We'll work with you to help create a plan before disconnection due to nonpayment.

We may disconnect services for reasons other than nonpayment of electric service.

Some examples of disconnections with notice include:

- Failure to make proper application for service.
- Violation of our company's regulations, which are on file with the North Dakota Public Service Commission.
- Failure to provide us with reasonable access to our company's equipment and property.
- Breach of contract for service between our company and the customer.

Some examples of disconnections without notice include:

- Unauthorized use of or tampering with our company's equipment.
- Conditions determined to be hazardous to the customer, other customers, our equipment, or the public.

## Energy use

### Your electric meter

We use electric meters to measure the electricity consumption delivered to a home or building. Our meter-testing program exceeds governmental standards to help ensure continuous accurate measurement of electrical use. And we periodically test our 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 requests a meter test within one year of a previous request, we'll add a charge 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 during the meter test.
- c. We'll give our report to the customer within one week. The report outlines test results and provides relevant metering information.

### Meter reading and estimates

We read meters every month unless the North Dakota Public Service Commission authorizes another meter-reading interval upon our company's petition. When your meter isn't read, we automatically review your consumption history and estimate your meter reading. We indicate estimated readings on your statement. Customers in remote locations who read their own meters may submit meter reading forms on our website at [otpc.com](http://otpc.com) or by mailing us a completed meter reading card, which we provide on a yearly basis to all self-read customers. Learn more at [otpc.com/MyMeter](http://otpc.com/MyMeter).

## Additional information

The information below includes company policies based on

rules and regulations from the North Dakota Public Service Commission.

### Deposits

If we require a customer to make a deposit, it won't exceed the actual or estimated 60-day average bill charge as authorized by the North Dakota Public Service Commission. Our company pays annual interest on all deposits at a rate paid by the Bank of North Dakota for its smallest six-month certificate of deposit determined the first business day of each year. We apply interest earned as a credit on a customer's December bill. And we refund the deposit, plus any accrued interest, after 12 consecutive months of prompt payments.

Rather than a cash deposit, we may accept a written guarantee of payment from another source. The guarantee agreement automatically ends when the first of the following occurs: (a) the customer gives our company notice of service discontinuance, (b) the customer gives our company notice of 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. We won't terminate a guarantee agreement without the customer first having made satisfactory settlement for any balance owed. Upon termination of a guarantee agreement, we may require a new guarantee agreement or deposit.

### Service relock charge

We charge a fee of \$100 for reconnecting service we've disconnected and subsequently returned to relock after service was reconnected without company authorization. This charge is in addition to any charges that may be due because of the unauthorized reconnection (Section 3.02 of our General Rules and Regulations).

### Reconnection policy

Reconnection charges apply to new accounts and reconnection following nonpayment or a disconnection at the customer's request.

If it's necessary to disconnect a customer's service for a valid cause and the condition is corrected, customers may have to pay a reconnection fee based on the cost of restoring service.

When we disconnect service for nonpayment, the following reconnection 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 we made the reconnection outside of regular working hours.
- The customer may need to pay a deposit or an increase to an existing deposit.

When we disconnect service because of a hazardous condition, we do not charge for reconnection.

**We're regulated by the North Dakota Public Service Commission. Customers may contact the North Dakota Public Service Commission at 877-245-6685 to discuss unresolved differences.**



# North Dakota customer information

## Contact us

Whether you need to report an outage, start or transfer service, or ask a question about your bill, we're here to help. Our Customer Service team is available for general questions during business hours, Monday through Friday from 8 a.m. to 5 p.m., and for outages and emergencies 24/7. Call us at **800-257-4044** or **218-739-8877**.

### Outage and emergency service

Immediately report outages or emergencies, such as those caused by storms or accidents, at any time by calling us. Our crews respond to service interruptions day or night and on weekends and holidays. Examples of emergencies include power outages, downed power lines, disconnected services, or other circumstances that may affect electric service to your home or business.

Before calling to report an outage, always check your service panel to make sure you haven't blown a fuse or tripped a circuit breaker. We'll restore service without a charge if the outage is a result of our equipment failure.

Find near real-time outage information, updates, and a map at [otpc.com/outages](http://otpc.com/outages).

## Billing and account information

### Service connection

Our primary responsibility is to provide safe, reliable, and cost-effective electricity to our customers. To cover the costs associated with setting up your new electric account, we'll include a one-time \$15 service connection fee on your first electric service statement.

Stop, transfer, or start new electric service by calling our Customer Service team during business hours or using our self service forms available at [otpc.com/service](http://otpc.com/service). Please notify us two business days before you require routine service.

If the costs for extending service aren't justified, we may require a signed customer contract guaranteeing a minimum payment of no less than three years use of electric service. We also may require the customer to make an advance payment to guarantee this minimum amount of revenue.

### Ways to pay

We offer a variety of secure payment options including online, by phone, or through mail at one of our drop-box locations. Explore the different programs available to help you manage and pay your bill below or find the right payment plan for you at [otpc.com/PaymentOptions](http://otpc.com/PaymentOptions).

### Programs to help manage and pay your bill

The My Account payment portal at [otpc.com](http://otpc.com) allows you to view and pay your bills with automatic or self-scheduled electronic payments using a bank account, credit card, or debit card (fees and limits may apply). You can also subscribe to receive email and text notifications about your electric service. To register you'll need your electric service account number and your service location zip code.

**Ready Check** automatically withdraws your monthly electric payments from your bank account. With Ready Check you authorize your bank to automatically pay your electric bill each month so you can avoid late or missed payments, write fewer checks, continue to receive paper bills, and pick your payment date range.

## Customer Service

### General questions

Monday through Friday  
8 a.m. to 5 p.m

### Outages and emergencies

Available 24/7  
800-257-4044  
218-739-8877  
[otpc.com/ContactUs](http://otpc.com/ContactUs)



# How to read your bill

## Billing and account information:

Programs to help manage and pay your bill continued

Our **Even Monthly Payment (EMP)** plan averages your electric bills from the past 12 months to project your monthly payments for the next year. Whether it's the biting cold of January or the searing heat of August, you'll pay the same amount each month. We'll review your account twice a year and adjust your EMP amount if your electric use changes significantly. We'll also pay interest on your average daily credit balance. And if EMP doesn't work for you, you can return to conventional billing at any time.

## Payment assistance

If you're concerned about paying your bill for electric service, give us a call right away so we can work together to make a plan. Visit [otpc.com/HelpPaying](http://otpc.com/HelpPaying) for more information.

## Scam awareness

Scammers have targeted both our residential and business customers by posing as company employees—either in person, over the phone, or online—and demanding immediate payment while falsely threatening to disconnect your electric service. If you receive suspicious contact, ignore it and call us directly at **800-257-4044**. Stay alert and learn more at [otpc.com/AvoidScams](http://otpc.com/AvoidScams).

## Late payment

If you forget to pay your electric bill or can't pay the amount due by the next billing date, you may be subject to a late payment charge. Customers who make at least 12 consecutive payments prior to the missed payment date won't receive a late payment charge. Unpaid balances of \$5 or more are subject to a late payment charge if the customer has been delinquent more than once during the last 12 months. The delinquent amount for accounts on EMP or payment schedules is the lesser of the outstanding account balance or the outstanding scheduled payments.

The maximum late payment charge is subject to a 1.5 percent monthly (18 percent annually) late payment charge or \$1, whichever is greater. We'll provide a notice of possible late payment charges on a customer's electric service statement after one missed payment and address a late payment charge during the next billing period. We'll 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 us are subject to a \$15 return-payment fee.

## Disconnection

While we make every effort to contact customers and work with them to avoid disconnecting power, disconnections may be necessary in certain situations such as when electric bills aren't paid.

Before disconnection, we send a notice by first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date disconnection will take place, outlines the procedure to avoid disconnection, and indicates that a reconnection fee and deposit may apply should we need to disconnect the customer's service.


1. Company contact information.
2. Details regarding Even Monthly Payment.
3. The address where you receive electrical services.
4. Your account number.
5. The date your payment is due.
6. The billing date.
7. Previous payment on your account.
8. The amount due for this period.
9. Optional enrollment to buy Otter Tail Corporation stock. Your statement will reflect the amount you select during enrollment.

10. Optional donation to help provide energy assistance to those in need in North Dakota.
11. This area indicates whether your account is on our Ready Check program.
12. Your name and mailing address.
13. Other charges which may include late charges, customer service guarantees, connection charges, etc.
14. The type of service for which you're being billed.
15. Service dates of this billing.
16. Total kilowatt hours used for each type of service.

17. Details of charges, including the rates used to calculate your bill.
18. Fuel and Purchased Power 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.
19. The Transmission Cost Recovery Rider allows us to recover costs associated with transmission additions designed to meet our customers' energy needs, accommodate the delivery of additional renewable energy, and enhance transmission system reliability.

20. The Metering & Distribution Technology Rider allows us to recover costs associated with advanced metering, outage management, and demand response projects.
21. The Renewable Resource Adjustment Rider allows us to recover costs associated with renewable energy facilities that we own.
22. The Generation Cost Recovery Rider allows us to recover costs associated with new generation facilities to provide additional capacity, dispatchable energy, and grid support to meet our customers' electric needs.

Page 1 of 1  
12345-6789 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100



**1** Questions about your bill?  
Call: **800-257-4044** or **218-739-8877**  
Write: PO Box 2002  
Fergus Falls, MN 56538-2002  
Visit: [otpc.com](http://otpc.com)

YOUR ACCOUNT SUMMARY	
Service location	First and last name 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)
Other billing activity	\$1.00
Current EMP amount	\$150.00
<b>Total amount due</b>	<b>\$151.00</b>

**2** **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

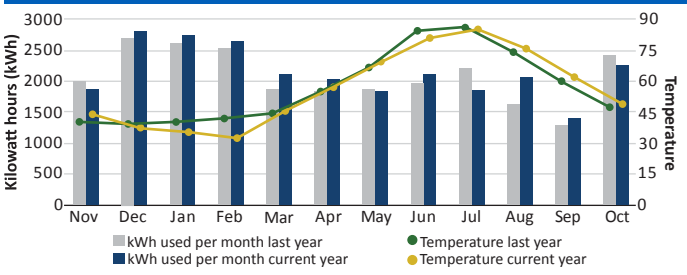
**8** **TOTAL AMOUNT DUE** **\$151.00**

MORE PAYMENT 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  
**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

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

Check for mailing address change (see reverse side)

**10** Stock purchase \$ \_\_\_\_\_


**11** 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

**12**   
MARY CUSTOMER  
1234 ELM ST E  
ANYTOWN ST 56537-0496

**7** **PAYMENT AND OTHER BILLING ACTIVITY**

Previous balance	\$150.00
Payment 09/25/22	(\$150.00)
Late charge 10/17/22	\$1.00
Current EMP amount	\$150.00
<b>TOTAL AMOUNT DUE</b>	<b>\$151.00</b>

**13** **HOW WE CALCULATED YOUR BILL**

**14** **1. Residential Service - N101**  
Meter 12345678  
10/15/22 Reading estimated 56789  
09/15/22 Reading 56039

**15** 375 kWh @ .05446 Winter \$20.42  
375 kWh @ .08050 Summer \$30.19  
Customer Charge prorated \$13.81

**16** Fuel and Purchased Power  
375 kWh @ .03843 \$14.41  
375 kWh @ .03286 \$12.32  
Transmission Rider \$3.46

**17** Metering & Distribution Technology \$1.68  
Renewable Rider \$4.58  
Generation Rider \$1.92  
**Total Meter Charges \$102.79**


**18** **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  
Metering & Distribution Technology \$4.28  
Renewable Rider \$2.35  
Generation Rider \$0.99  
**Total Meter Charges \$95.85**

**19** **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  
**Total Other Charges and Credits \$8.55**

**20** **CURRENT BILLING AMOUNT \$207.19**

**15** **1. Residential Service - N101**  
Meter 12345678  
Billing Period: 09/15/22 - 10-15-22

**Customers with a new advanced meter will receive bills displaying the billing period.**

 Please scan the code or visit [otpc.com/mybill](http://otpc.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.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Customer Notices

12345678-1