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July 25, 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: In the Matter of Otter Tail Power Company's Application for Approval of  
Tariff Changes to Facilitate Implementation of New Advanced Metering and  
Distribution Technology (AMDT) systems and a Variance to Commission  
Rules  
Case No. PU-23-  
Initial Filing**

Dear Mr. Kahl:

Otter Tail Power Company (Otter Tail) hereby submits to the North Dakota Public Service Commission (Commission) its Application in the above-referenced matter.

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

Please contact me at (218) 739-8657 or [molsen@otpc.com](mailto:molsen@otpc.com) if you have any questions regarding this filing.

Sincerely,

/s/ *MATTHEW J. OLSEN*  
Matthew J. Olsen  
Manager Regulatory Strategy & Compliance

lcd  
Enclosures  
By electronic filing and U.S. mail

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

**In the Matter of Otter Tail Power  
Company’s Application for  
Approval of Tariff Changes to Facilitate  
Implementation of New Advanced  
Metering and Distribution Technology  
(AMDT) systems and a Variance to  
Commission Rules**

**Case No. PU-23-  
  
APPLICATION**

**I. INTRODUCTION**

Otter Tail Power Company (Otter Tail or Company) respectfully submits this Application to the North Dakota Public Service Commission (Commission) for approval of changes to its tariffs and a variance to Commission Rules necessary for the implementation and operation of the new Advanced Metering and Distribution Technology (AMDT) systems. The AMDT projects, Advanced Metering Infrastructure (AMI), Outage Management System (OMS), and Demand Response (DR) System, were introduced to the Commission in our Application for Advance Determination of Prudence – AMI Project<sup>1</sup> and discussed further in our previous Application for Approval of the Initial Rate of the Advanced Grid Infrastructure Cost Recovery Rider filing.<sup>2</sup> The AMDT projects are part of Otter Tail’s Innovation 2030 (I2030) initiative – a portfolio of projects focused on upgrading the Company’s communications and technology assets to improve system data communications, allowing better identification of issues and improved system performance. The projects, included in the AMDT rider, will allow us to meet objectives described in our I2030 initiative, while continuing to provide cost-effective, reliable service.

Implementation of these AMDT projects requires approval of tariff changes, a potential option for customers to opt out, and a variance to Commission Rules.

We request that the Commission approve changes to the following no later than November 1, 2023, to allow sufficient time to communicate the changes to customers and provide the Company adequate time to implement and test this new AMI system for roll-out in January of 2024 or as soon thereafter as feasibly possible.

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<sup>1</sup> Case No. PU-21-83, filed February 15, 2021.

<sup>2</sup> Case No. PU-22-312, 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 (NEW)

## II. GENERAL FILING INFORMATION

Pursuant to § 69-02-02-04 of the Commission's Rules of Practice and Procedure, the following information is provided:

**A. Name, address, and telephone number of the utility making the filing**

Otter Tail Power Company  
215 South Cascade Street  
P.O. Box 496  
Fergus Falls, MN 56538-0496  
Phone (218) 739-8200

**B. Name, address, and telephone number of utility attorney**

Cary Stephenson  
Associate General Counsel  
Otter Tail Power Company  
215 South Cascade Street  
P.O. Box 496  
Fergus Falls, MN 56538-0496  
Phone (218) 739-8956

**C. Title of utility employee responsible for filing**

Matthew J. Olsen Manager Reg. Strategy & Compliance Otter Tail Power Company 215 South Cascade Street Fergus Falls, MN 56538-0496 (218) 739-8657 molsen@otpc.com	Ben Christenson Supervisor, EM&C Otter Tail Power Company 215 South Cascade Street Fergus Falls, MN 56538-0496 (218) 739-8868 bchristenson@otpc.com
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We request that all communications regarding this proceeding, including data requests, also be directed to:

Regulatory Filing Coordinator  
Otter Tail Power Company  
215 South Cascade Street  
P.O. Box 496  
Fergus Falls, MN 56538-0496  
regulatory\_filing\_coordinators@otpc.com

**D. The date of filing and the date changes will take effect**

The date of this filing is July 25, 2023. Otter Tail proposes an effective date of November 1, 2023.

**E. Other requirements of North Dakota Rules Part 69-02-02-04**

Pursuant to [N.D. Admin. Code § 69-02-02-04](#), a certified copy of Otter Tail’s Articles of Incorporation is on file with the Commission in Case No. PU-09-677 and a current Certificate of Good Standing is on file with the Commission in Case No. PU-23-39. The certificate and amendments are hereby incorporated by reference.

**III. DESCRIPTION OF AMI METER FUNCTIONALITY**

Deployment of AMI technology will be a significant milestone for our ability to serve customers. While the core function of meters remains, the ability to capture detailed usage data, to compile this data without a physical meter read, and to make it available to customers will enhance the customer experience and improve quality of service.

Unlike legacy analog meters, AMI will capture energy usage data for every 15-minute interval. Customers will be able to see and track how patterns in their daily lives or operations affect energy consumption. The AMI-enabled meters will utilize communication capabilities to bring this interval data into a central software system, from which we can perform validation, analysis and billing. As with legacy meters, the AMI meters will be subject to testing to confirm accurate metering of energy consumption.

Along with these operational changes, some changes to customer bill presentment and tariff language are necessary to accommodate the technology and optimize the customer experience of AMI.

**IV. BILLING CONTENT VARIANCE**

**A. Background**

Today, our Time of Day (TOD) and Time of Use (TOU) customer bills (or “electric service statement”) are calculated monthly using an “incremental” approach – calculating usage for each billing period by subtracting the previous meter reading from the current meter reading for each price period. We program the price period into each TOD and TOU meter on our system resulting in three registers to record kilowatt-hour (kWh) consumption. Similarly, we calculate bills with penalty pricing using an “incremental” approach for each non-penalty and penalty period. When a penalty period is initiated, a relay within the meter triggers the penalty register to record usage or demand, if any. This is a common legacy energy billing practice for customers that rely on very basic meter functionality registering usage in “increments” through use of analog dials or digital measurement of each kWh used. These readings occur approximately once each

month and result in customers being billed for electrical energy consumed, in kWh, over the course of that billing period for each price period or non-penalty and penalty period. Sections 69-09-02-10, and 69-09-02-11 of the North Dakota Administrative Code require, among other things, customers to be billed based on two consecutive meter readings at approximately thirty-day intervals. In addition, Section 69-09-02-11 Subpart 2 requires utilities to present customers present meter reading on their bills to provide customers with information that can be used to understand the calculation of their bills.

We are programming the Meter Data Management System (MDMS) to calculate energy usage for customer bills based on energy consumption intervals recorded by the AMI meters. Consumption is generally recorded in 15-minute intervals. This will increase accuracy as we transition our TOD and TOU customers, and customers with penalty pricing, to AMI meters. It also prepares us for the potential implementation of residential TOU and other possible advanced rates for customers enabled by AMI. The Company will no longer program meters with price periods or rely on additional equipment to trigger a penalty period. We will rely on the MDMS to calculate the energy consumption in the proper periods. This means bills to customers will rely on the sum of the consumption intervals over the billing period and will no longer be based on the subtractive method currently used, where a meter reading registered at the end of a billing period is compared to one at the beginning. The register readings at the beginning and end of a period will no longer be the basis for the bill calculation for TOD, TOU, and rates with penalty pricing. As further described below, Otter Tail seeks approval to no longer print the present Meter Reading on customer bills once we install an AMI meter.

Below is the current version of the account details in our electric service statement and a modified sample of the account details for the proposed interval electric service statement displaying the billing period and dates rather than the meter reads.

Current:

Account Detail		
01.Residential Serv Winter		
P	04/04/23 Reading	67016
	03/02/23 Reading	66638
	Kilowatt Hours Used	378
	Customer Charge	
	(14.00 x 12/365) x 33	15.19
	378 kWh at .05446	20.59
	Fuel and Purchased Power	
	332 kWh at .03949	13.12
	46 kWh at .04348	1.99

Modified Sample (Interval):

Account Detail		
01.Residential Serv Winter		
P	Billing Period:	
	03/02/23 - 04/04/23	
	Kilowatt Hours Used	378
	Customer Charge	
	(14.00 x 12/365) x 33	15.19
	378 kWh at .05446	20.59
	Fuel and Purchased Power	
	332 kWh at .03949	13.12
	46 kWh at .04348	1.99

On May 2, 2023, Otter Tail submitted an informational filing to the Commission relating to an updated bill design it is proposing to implement in early 2024.<sup>3</sup> As part of the bill redesign, we are adding a new billing terms section that will be accessible by a QR Code or URL. Otter Tail proposes to include in these billing terms the frequency on which the customer's interval bills are based. This new billing term is included here.

*Interval Billing: AMI meters will capture usage in 15-minute intervals and your bill is based on a computation of 15-minute intervals in the billing period.*

## **B. Variance Request**

Through this Application, we seek a variance to North Dakota Administrative Code 69-09-02-10 and 69-09-02-11, which governs meter readings and billing content as follows (**emphases added**):

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<sup>3</sup> In the Matter of Otter Tail Power Company's New Bill Redesign, North Dakota Public Service Commission Case No. PU-23-173.

69-09-02-10. Meter readings.

1. **Readings of all meters used for determining charges to customers shall be made each month. The term “month” means the period between any two consecutive regular meter reading dates, which shall be as nearly as practicable at thirty-day intervals. The meter reading date may be advanced or postponed not more than five days without adjustment of the billing for the period.**

69-09-02-11. Billing.

1. Bills for electric service shall be rendered monthly, unless otherwise authorized by the commission, or unless service is rendered for a period of less than a month. **The term “month” as used for billing purposes means the period between any two consecutive regular meter reading dates, which shall be as nearly as practicable at thirty-day intervals.** Bills shall be prorated for periods of less than one month when service is begun or terminated between regular meter reading dates. Bills shall be prorated for a fraction of a month on a daily basis, unless a different basis for proration of bills for fractions of a month is provided in the utility’s service regulations on file with the commission.
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.
3. Bills for service shall be rendered **within thirty days from the present meter reading date.** A record of all bills for electric service rendered to customers shall be maintained for a period of six years.

As outlined above, the present and preceding meter readings will no longer be used to calculate an AMI customers’ electric service statement for TOD, TOU, or rates with penalty pricing. As such, Otter Tail seeks a variance from the emphasized portions of these Codes to allow the Company to read meters more frequently than monthly, while still billing customers monthly, i.e., as nearly as practicable to thirty-day intervals. We also seek a variance to allow the Company to remove the present meter readings from the customer bills for all rates, once a customer has an AMI meter. This change will create consistent bill presentment across all rates and reduce customer confusion.

## **V. PROPOSED CHANGES TO TARIFF SHEETS**

We provide a non-legislative and a legislative version of the following tariff sheets detailing the proposed changes as Attachment 1 to this filing.

### **General Rules and Regulations**

Section 1.02 – Application for Service

Section 1.03 – Deposits, Guarantees and Credit Policy

Section 4.01 – Meter and Service Installations

Section 4.02 – Meter Readings

Section 4.03 – Estimated Readings

Section 4.04 – Meter Testing and Meter Failure

Section 4.07 – Monthly Billing Period and Prorated Bills

Section 8.01 – Glossary

The changes to these tariff sheets are administrative in nature. In addition to the non-legislative and legislative versions attached, additional explanations are included here.

#### **A. 1.02 Application for Service**

In Section 1.02, Application for Service, language has been added to clarify the use of customer's email address, phone number, or text as allowed by Federal Law for customer notifications.<sup>4</sup>

Additionally, we are taking this opportunity to include language to extend the legal age requirement to emancipated minors. This better describes our current practice and provides consistency in our tariffs across all three jurisdictions.

#### **B. 1.03 Deposits, Guarantees and Credit Policy**

The term Meter Reading has been capitalized as it has been added as a new term in the Section 8.01 Glossary.

#### **C. 4.01 Meter and Service Installations**

In Section 4.01 Meter and Service Installations, terminology has been updated to describe specifically the meter socket and not the Meter.

Under the Profiles and Ratings section of Meter Socket Requirements on page 2, Otter Tail specifically states that the Customer must furnish a meter socket that is equipped with lever-style bypass. This is to reflect industry adoption of

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<sup>4</sup> See *Declaratory Ruling*, CG Docket No. 02-278, issued by the Federal Communications Commission adopted July 8, 2016, and released August 4, 2016.

equipment functionality to allow minimal or no impact to a customer's power in the event of a meter exchange.

**D. 4.02 Meter Readings**

In Section 4.02 Meter Readings, language has been updated to clarify that the Company will utilize the AMI to collect Customer energy consumption used for determining charges to Customers, unless authorized by statute, rule, or other appropriate authority.

The term Meter Reading has been capitalized as it has been added as a new term in the Section 8.01 Glossary.

**E. 4.03 Estimated Billing**

In Section 4.03 Estimated Billing, references have been added to incorporate utilization of AMI into this tariff, for collection of Customer's energy consumption.

Language was removed in order to maintain consistency with previous Sections of these General Rules and Regulations.

The term Meter Reading has been capitalized as it has been added as a new term in Section 8.01 Glossary.

**F. 4.04 Meter Testing**

In Section 4.04 Meter Testing, a clarification was made that the refund or charge for both fast or slow Meters shall be based on corrected Meter Readings or energy consumption. This added reference is to customer energy consumption as collected by the new AMI meters.

**G. 4.07 Monthly Billing Period and Prorated Bills**

The term Meter Reading has been capitalized as it has been added as a new term in the Section 8.01 Glossary.

**H. 8.01 Glossary**

In the Section 8.01 Glossary we identified the need to make the following additions and changes.

- a. Advanced Metering Infrastructure. The term Advanced Metering Infrastructure was added to define this industry movement.
- b. Meter. The measurements have been updated in the description for Meter.

- c. Meter Reading. The term Meter Readings was included to give added clarity as it relates to the reading of the current meters and the new AMI meters.
- d. The additions to this Glossary made it necessary to add an additional page to this tariff and to relocate terms. The entire tariff is included with this filing to capture those changes and update the headers appropriately.

All terms included in this Glossary are capitalized throughout our Rate Book. A review of our Rate Book was done to locate and capitalize these new terms, and tariffs containing the terms have been included with this filing.

## **VI. CUSTOMER COMMUNICATION**

In our communications, we strive to provide helpful and timely information to customers, in the format and channel that is most useful to meet their needs. It's been our experience that early communications tend to be lost or forgotten by the time action is needed. We'll continue our focus on meeting customers where they're at and ensuring customers are well informed for the technology and data enhancements of AMI.

Our communication plan ensures customers are informed of the changes described in this filing through appropriate and focused communication tactics. These communications will incorporate any further actions required by the Commission. Specific tactics will include, at minimum:

- Webpage content and information
- Call guides and training for customer-facing employees
- Customer notices, like bill inserts and newsletters
- On-bill messages
- Informational FAQ sheets
- Postcards or letters
- Leave-behind door hangers
- Business cards
- Vehicle and personnel badging

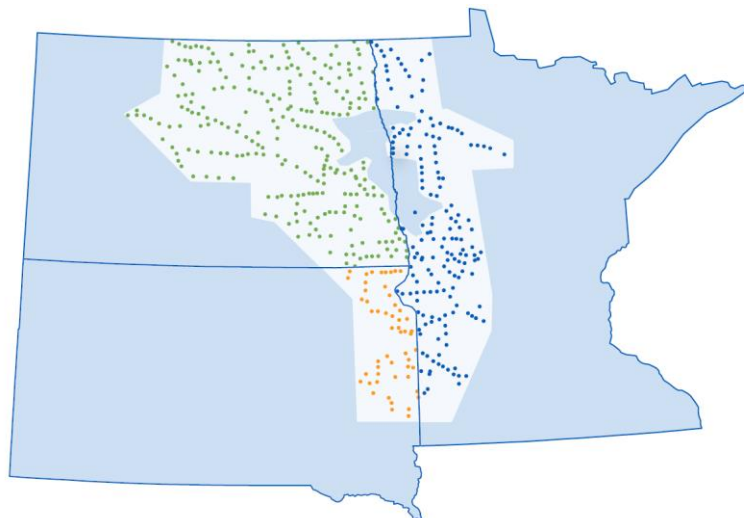
We've included with this filing as Attachment 2, our current and updated version of the Customer Information Brochure. Reference numbers have been included for ease in comparing similar sections. New sections have been identified on the updated version. In addition to updating the sample electric service statement and other sections of the brochure affected by advanced metering and distribution technology upgrades, we have

taken this opportunity to make changes to the narrative, rearranged the content, and updated headings, resulting in an easier-to-read and more understandable brochure. This updated brochure includes all the sections previously included in our brochure, in addition to three new sections (payment assistance, scam awareness, and an image displaying a customer's bill with the new advanced meter).

**VII. ALLOWING CUSTOMER OPT OUT OF AMI METERS WOULD REDUCE ANTICIPATED EFFICIENCY GAINS. IF AN OPT-OUT OPTION IS REQUIRED, ADDITIONAL FEES WOULD BE APPROPRIATE TO RECOUP THE ADDITIONAL COST TO SERVE THE OPT-OUT CUSTOMER**

On July 8, 2022, Otter Tail filed its application for approval of the initial rate of the Advanced Grid Infrastructure (AGI) Cost Recovery Rider which includes recovery of the AMI project. This rider was approved by the Commission on November 10, 2022, as the Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider, and the rates went into effect January 1, 2023.

We would like to take this opportunity to provide information to the Commission concerning a potential opt out for the communicating advanced meters included in the AMDT cost recovery rider. Because Otter Tail's service territory is 70,000 square miles and covers portions of three states, each customer who chooses to not have a communicating advanced meter installed will erode the savings and efficiencies we hope to achieve by installing AMI.



We propose to not allow an opt-out option and to include all customers in the deployment of the communicating advanced meters. Should an opt out be required in North Dakota, opt-out customers will receive the same type of standard advanced meter

that all other customers receive, but the remote communication abilities will be turned off. The meter will continue to gather energy consumption data but will not be able to transmit the data to the Company. Instead, the meter will need to be read manually, with only the current reading being taken for billing purposes. Periodically, interval data may be captured manually and stored for Company analysis purposes. Detailed energy consumption data provided to AMI customers online will not be available to opt-out customers.

#### **A. Opt-out Fee Calculations**

Should the Commission determine an advanced meter opt-out option must be offered to North Dakota Customers, there are three separate fee elements that we believe are appropriate to calculate – a fee to turn off the radio in the meter, monthly manual reading charges, and a fee to reactivate the radio when the customer moves or chooses to receive AMI services. The three elements are then divided into an upfront charge and a monthly meter reading charge. Estimates are based upon average costs to perform these services throughout the Otter Tail service territory.

The first opt-out calculation includes the costs incurred by the Company on the front end of a customer opt-out. These costs would be applicable to all customers who opt out, whether they apply for an opt out prior to or after advanced meter initial installations. This fee calculation includes the administrative costs to sign up and process a customer application for the opt-out program and the time for an Otter Tail employee to remotely turn off the communication feature of a currently installed advanced meter. We will have the technology available to turn off an advanced meter's communicating device remotely at a significantly lower cost than a dedicated truck roll to a customer's home.

We estimate that it will take a Customer Service Representative between seven and eight minutes to field a phone call from an opt-out customer and five minutes to process a completed application. The standard labor rate plus payroll loading is multiplied by the estimated processing times. The approximate time for an AMI Analyst to validate that the customer is eligible to opt out, disconnect the communicating device from the meter, verify communication has been disconnected, and document the disconnection is 45 minutes. The standard labor rate plus payroll loading is multiplied by the processing time to calculate the total estimated cost.

**Table 1**  
**Front End Opt-Out**  
**Summary Table**

<b>Front End opt out</b>	<b>Total Cost</b>
<b>Customer Service Representative</b>	
Intake Phone Call	\$ 5.01
Application Processing	\$ 2.00
<b>AMI Technical Person</b>	
Remote Radio Disconnection	\$ 55.28
<b>Total</b>	<b>\$ 62.29</b>

The second fee element is designed to encompass the costs associated with a customer terminating their opt-out agreement. We believe it would be quicker and less costly to customers to send a Service Representative to replace the meter rather than sending a Meter Technician to turn the radio back on in the existing meter. Service Representatives are stationed throughout the service territory, which lessens the average labor and drive time to perform this task when compared to sending a Meter Technician. When the opt-out agreement ends, the non-communicating meter will be removed from the residential location, mailed to the Fergus Falls Meter Service Center, and reconfigured prior to reinstallation at a new location. This process results in a necessary truck roll to the customer's location and shipping charges to return the meter for testing and redeployment. The backend calculation includes the weighted average mileage from the closest Service Representative to a meter<sup>5</sup>, the approximate drive time, the labor rate plus payroll loading, time to uninstall the non-communicating meter and installation time of the new communicating meter, testing of the new meter, and shipping charges.

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<sup>5</sup> Meters within city limits – 95,211 at an average distance of .65 miles; Meters outside city limits – 76,612 at an average distance of 12.86 miles; weighted average of 6.09 miles one way.

**Table 2**  
Backend Summary Table

<b>Backend Opt-out Charge</b>	<b>Total Cost</b>
<b>Service Representative</b>	
Drive Time	\$ 45.60
Meter Order, Receive, and Ship	\$ 8.85
Meter Removal/Installation	\$ 63.84
Meter Testing	\$ 17.70
<b>Total Labor</b>	<b>\$ 135.99</b>
<b>Truck Costs</b>	<b>\$ 11.70</b>
<b>Other</b>	
Shipping	\$ 16.84

Otter Tail presents the backend fee element with the upfront fee. Combining these two cost elements into a single upfront fee would reduce the risk of customers opting out of an advanced meter and then not paying their final bill with the Company because of a high termination fee. Combining the two fees allows customers to fully understand the financial impacts of choosing not to have a communicating advanced meter.

**Table 3**  
Total (Up Front) Opt-out Fee Table

<b>Total Opt-out Charge</b>	<b>Total Cost</b>
Front End OTP Labor	\$ 62.29
Backend OTP Labor	\$ 135.99
Truck costs	\$ 11.70
Meter Return Shipment	\$ 16.84
<b>Total</b>	<b>\$ 226.82</b>

The final fee element would be the cost of an average meter read. Similar to the backend calculation, the fee is based upon the average time, mileage, and labor rate, plus loading, of the employee that would be needed to physically visit the premise to take a meter read. At this time, we do not anticipate increased costs for software, billing, or hardware to accommodate the monthly meter reading and billing of opt-out customers. Given our large geographically dispersed service territory, the fee for a meter read is significantly higher than those calculated by other utilities in the area. The Monthly fee for a meter read would be \$80.10.

**Table 4**  
Monthly Meter Reading Fee Table

Monthly Meter Read Charge	Total Cost
OTP Labor	\$ 68.40
Truck costs	\$ 11.70
<b>Total</b>	<b>\$ 80.10</b>

The opt-out agreement with Otter Tail will terminate when a customer cancels the arrangement or when the customer leaves the premise associated with the meter opt-out. Customers who would like to continue to opt out at a new premise would need to again apply with us and pay the upfront opt-out fee of \$226.82.

**B. Opt-out Terms and Conditions**

Otter Tail proposes several terms and conditions for any potential opt-out customers, if required. These terms and conditions are laid out in the proposed Section 9.01 Residential Service Electric Rate Schedule and discussed in more detail below.

Only customers currently classified as Residential customers and who are exclusively on the Section 9.01 Residential Service rate would be eligible for an opt-out agreement with Otter Tail. Residential customers who also have a rate other than a Section 9.01 Residential Service Rate on their bill would not be eligible for an opt-out agreement on either rate due to limitations in our billing system<sup>6</sup>. Advanced meters will be required for commercial customers. Residential customers who elect to opt out must have their meter located outside of their home and without physical barriers that would make it difficult to read the meter. Customers must continue to allow our meter readers onto their property to read the meter.

Customers who wish to opt out of having an advanced meter must not have a history of tampering with meters. Customers also cannot have two or more missed payments in the last 12 months of billing. Customers with a history of missed payments and tampering are at an increased risk of pushing costs onto other customers by increasing bad debt.

Customers who opt out of an advanced meter will not be opted out of the AMDT rider. Customers who opt out will have the same meter as those who do not opt out and the AMDT rider is the appropriate place to recover the new meter costs.

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<sup>6</sup> For example, a Residential Customer with a secondary Controlled Service Rate would not qualify.

Customers who opt out of an advanced meter agree they are ineligible for participation in programs that require an advanced meter. Not only does this exclude these customers from receiving interval usage data, but also excludes these customers from any time-of-use program and any potential future programs dependent on an advanced meter including Electric Vehicle Charging programs, Net Metering, and Storage.

**C. Opt-out Proposed Changes to Tariff Sheets – Section 9.01 Residential and the Residential Rate Brochure**

If an opt-out option is required, a new Rate Code for Advanced Meter Opt-out and a new Advanced Meter Opt-out Rate Box for the monthly Customer Charge will need to be added to page 1 and 2 of the Section 9.01 Residential Service Electric Rate Schedule. Additionally, terms and conditions, including a one-time opt-out fixed charge for an Advanced Meter Opt-out, will be included at the bottom of page 2 and will continue onto a new page 3.

A non-legislative and legislative version of this proposed opt-out version of the Section 9.01 Residential Service Electric Rate Schedule, should opt-out be required, has been included with this filing as Attachment 3.

Attachment 4 depicts the proposed changes to the Residential Service section of Otter Tail’s Residential Service Rate Brochure, should opt-out be required. For reference, the current Residential Service Rate Brochure can be found on our website at [nd-rate-schedule-residential\\_final.pdf \(otpc.com\)](http://nd-rate-schedule-residential_final.pdf(otpc.com)).

**VIII. CONCLUSION**

Otter Tail respectfully requests that the Commission issue an Order approving the tariff change requests, updated Customer Information Brochure, the disallowance of an opt-out option, and a variance to Commission Rules as described in this Application for all rates to create consistent bill presentment for customers with AMI meters. If an opt-out option is required of the Company, we request the Commission approve the opt-out option with the associated rates and changes as described above.

Date: July 25, 2023

Respectfully submitted:

**OTTER TAIL POWER COMPANY**

By: /s/ MATTHEW J. OLSEN  
Matthew J. Olsen  
Manager Regulatory Strategy & Compliance  
Otter Tail Power Company  
215 S. Cascade Street  
Fergus Falls, MN 56537  
(218) 739-8657  
molsen@otpc.com

**Attachment 1**  
**General Rules and Regulations Rate Schedules**  
**Non-Legislative and Legislative Versions**

Tariff Sheet ND 1.02 – Application for Service

Tariff Sheet ND 1.03 – Deposits, Guarantees and Credit Policy

Tariff Sheet ND 4.01 – Meter and Service Installations

Tariff Sheet ND 4.02 – Meter Readings

Tariff Sheet ND 4.03 – Estimated Readings

Tariff Sheet ND 4.04 – Meter Testing and Meter Failure

Tariff Sheet ND 4.07 – Monthly Billing Period and Prorated Bills

Tariff Sheet ND 8.01 – Glossary



Fergus Falls, Minnesota

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## Section 1.02 APPLICATION FOR SERVICE

Anyone desiring electric service from the Company must make application to the Company before commencing the use of Company service. The Company reserves the right to require an Electric Service Agreement before the service will be furnished. Receipt of electric service shall constitute the receiver a Customer of the Company subject to its rates, rules, and regulations, whether service is based upon the Tariff, an Electric Service Agreement, or otherwise. All applications and contracts for service are made in the legal name of the party desiring service. The Customer will be responsible for payment of all services furnished. A Customer shall give the Company not less than two business days prior notice to connect service.

The customer making application for service is required to provide the Company a valid mailing address for purposes of billing. Customer shall provide email address, phone number, or text for limited and legally allowed customer notifications including outage information or service disconnect, for example, but Customer may unsubscribe from receiving notifications at any time.

The Customer may take service pursuant to any Commission-approved rate(s) for which the Customer qualifies. The Customer making application for service is required to be of legal age (18) unless evidence is provided that the person is an emancipated minor. The Customer is required to take service under the selected rate(s) for a minimum of one (1) year, unless the Customer desires to change its service to any rate offering that is newly approved within the one-year period and for which the Customer qualifies. If the Customer changes its service to a different rate, the Customer may not be permitted to change-revert back to the originally applicable rate for a period of one (1) year. The Customer shall provide the Company at least 45 days prior notice in the event of any requested change.

The Company, if reasonable under the circumstances, may consent to a Customer changing rates before taking service for the minimum one-year period described above, and provided the Customer pays any charges that may be required under each rate, including for example, “ratchet” charges or other charges relating to discontinuance of service.



Fergus Falls, Minnesota

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## Section 1.03 DEPOSITS, GUARANTEES AND CREDIT POLICY

The Company may require a deposit to ensure payment of bills when due if Customer has not established good credit. A deposit may be required if the credit history of a Customer does not demonstrate that payment is assured. In determining credit history, the Company shall only use credit reports reflecting the purchase of utility services unless the Customer consents in writing to the use of additional credit reports. Any credit history used is mailed to the Customer. The Customer's refusal to permit use of credit rating or credit services other than that of a utility will not affect the determination of the Company as to the Customer's credit history. A deposit is not to exceed the estimated charge for furnishing service to the Customer for a 60-day period.

The Company will pay interest on deposits, each year, at the 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 will either be paid to the Customer on an annual basis, or credited to the Customer by a deduction made on the Customer's December electric service bill, or when a deposit is refunded by either termination of service or with 12 consecutive months of prompt payments.

Deposits held by the Company when the Customer ends service or service is terminated, plus any accrued interest, will be refunded by the Company to the Customer, less the amount of any outstanding bills on the account.

Whenever service has been disconnected for nonpayment of a bill, before reconnection is made the Customer shall (a) pay the reconnection fee stated in Section 1.04 of these General Rules and Regulations; (b) make a deposit to the Company pursuant to North Dakota Administrative Code Standards of Service 69-09-02-04 if all or a part of the previous deposit was used in settlement of the delinquent bill; and (c) make a satisfactory settlement with the Company for the delinquent bill and for service rendered between the last ~~m~~Meter ~~r~~Reading date and the date service was disconnected. If a customer's credit standing becomes unsatisfactory after a deposit has been refunded or if the deposit is inadequate to cover the estimated charge for furnishing service for a 60-day period, a new or additional deposit may be required upon reasonable written notice by the Company.

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 on the earliest to occur of: (a) the Customer gives the Company notice of service discontinuance; (b) the Customer gives the Company notice in a change in location covered by the guarantee agreement; or (c) thirty days after written request from the guarantor to terminate the guarantee agreement. However, no guarantee agreement shall be terminated without the Customer first having made



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## METERING & BILLING

### Section 4.01 METER AND SERVICE INSTALLATIONS

The Company will furnish, install and maintain one set of metering equipment for each account and rate schedule under which a metered service is supplied.

Unless required by other applicable codes, inspections of the line-side wiring in the Meter socket and current transformer cabinet (CT cabinet) are the responsibility of the Company. The Customer retains inspection authority of Customer-side connections to ensure compliance with National Electric Code requirements. Once inspections are completed and the wiring approved by the Company, the Meter socket and CT cabinets will be secured with Company seals. The Company will connect electric service to a previously served location without the requirement of an affidavit or wiring certificate if all of the following four conditions are met: 1) if discontinuation of service was made within the past two years, 2) as long as there is no change in the wiring, including the service drop, 3) if the wiring was acceptable at the time service was discontinued, and 4) if the structure has not been moved. Service may be denied to any Customer for failure to comply with the applicable requirements of these General Rules and Regulations, or with other service requirements of the Company contained in an agreement with the Customer for the services, or on file with any regulatory body having jurisdiction.

#### METER INSTALLATION REQUIREMENTS:

Customer-furnished Meter sockets: Service entrance sizes up to and including 400 amps single-phase and three-phase will be metered by the use of Self-Contained Meters. Meter sockets for Self-Contained metering are furnished, installed, and wired by the Customer or the Customer’s electrical contractor. The Company will install and wire a load management receiver, if applicable, and the Customer or the Customer’s contractor will make the remaining connections in the Meter socket. The Company will make the connections to the Customer’s conductors at the top of the mast for overhead service, and at the Company source for underground service.

Company-furnished Meter sockets: If the service entrance requirements exceed 400 amp single-phase or three-phase, the Company will furnish the pre-wired Meter socket and enclosure, including current transformers, conduit, and other equipment necessary to Meter the service. The Customer’s contractor will install the equipment. These Meter sockets will be mounted next to the Customer-provided CT cabinet on a building, pole, or



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North Dakota, General Rules & Regulations  
ELECTRIC RATE SCHEDULE  
General Rules & Regulations  
METER AND SERVICE INSTALLATIONS  
Section 4.01  
~~Second~~<sup>First</sup> Revision

pedestal. However, in all cases, permission to use and the determination of transformer rated metering location must be approved by the Company.

Customer-furnished CT cabinets: Cabinets used outside any building wall for current transformers (CTs) or required as a junction point between the Company's service lateral and the Customer's service entrance conductor are furnished by the Customer or the Customer's electrical contractor. Unless otherwise provided in the Customer's service agreement with the Company, the cabinets will serve as the point of common connection between Company-owned facilities and the Customer. Conduit and any additional material required for attachment is furnished by the Customer. The Company will make the service connections at the line side lugs and install the control wires between the CTs and the Meter. The Customer or contractor will install all remaining equipment, including CTs furnished by the Company, and make the connections to the load side lugs.

**METER SOCKET REQUIREMENTS:**

All Meter sockets must be approved and properly labeled by a state-recognized testing lab such as Underwriters Laboratories (UL).

**Profiles and Rating:** The Customer must furnish a Meter socket equipped with lever-style bypass rated at 200 amps or larger for underground services. In order to allow for proper conductor bending, crossover clearance, and additional slack in the incoming service wires within the socket, the internal dimensions for the socket must be a minimum of 11 inches wide for single-phase service and 13 inches wide for three-phase service. For services where conductors will be installed below ground, conduit of adequate size must be installed on the Meter socket and extend a minimum of 12 inches below grade level. Due to limited space for conductors, round Meter sockets will no longer be permitted on new installations or as replacements on existing installations. The Company reserves the right to require that a round socket be replaced at Customer's expense before any work is done by the Company.

**CURRENT TRANSFORMER CABINET REQUIREMENTS:**

The Customer or the Customer's electrical contractor will size and furnish the cabinet to be used as a point of common connection between the Company's service and the Customer's service point. The Cabinet will be mounted outdoors in a location readily accessible to Company personnel. The Customer will provide any materials required for installation. The Contractor shall contact Company personnel to discuss details prior to ordering a current transformer cabinet.



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## Section 4.02 METER READINGS

Unless authorized by statute, rule or other appropriate authority, unless a Customer location is considered self-read, the Company will ~~R~~eadings of all Meters used for determining charges to Customers ~~are made~~ each month. The term “month” for Meter ~~R~~eadings and billing purposes is the period between successive Meter ~~R~~eadings dates, which is as nearly as practicable to 30-day intervals. When the Company is unable to gain access to a Meter, it shall leave a Meter-~~R~~eadings form for the Customer to complete and provide to the Company. The Company may use Customer-supplied Meter ~~R~~eadings to render bills, provided a Company representative reads the Meter at least once each three months, and when there is a change in occupancy of the premises. The Company may move the Meter to a self-read status when necessary.

**SELF-READ CUSTOMERS:** Customers designated as self-read Meter accounts shall, upon request of the Company, report the reading of their Meter monthly online, or on forms provided by the Company. At a minimum, the Company will verify ~~m~~Meter ~~r~~eadings of self-read Meter accounts at least once within a ~~12~~-month period.



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## Section 4.03 ESTIMATED READINGS

Pursuant to North Dakota Administrative Code Standards of Service 69-09-02-11, when access to a Meter cannot be gained and the Customer fails to supply a Meter-~~r~~Reading form in time for the billing operation, or Meter data is unavailable an estimated bill may be rendered by the Company. In cases of emergency, the Company may render estimated bills without reading Meters or supplying Meter-~~r~~Reading forms to Customers.

When Customer fails to return a Meter-~~r~~Reading form or input the Meter ~~r~~Reading online, an estimated bill may be rendered.

Estimated bills are based on the Customer's normal consumption for a corresponding period during the preceding year, or average consumption during the three preceding months, or any other method authorized by the North Dakota Public Service Commission. As provided in Section 4.02 of these General Rules and Regulations, only in unusual cases, or when approval is obtained from the Customer shall more than two consecutive estimated bills be rendered, or when a self-read unless the Customer fails to supply Meter rReadings, as provided in Section 4.02 of these General Rules and Regulations shall more than two consecutive estimated bills be rendered.

If an estimated bill appears to be abnormal when a subsequent reading or energy consumption is obtained, the bill for the entire period is computed at a rate which contemplates the use of service during the entire period and the estimated bill is deducted. If there is reasonable evidence that the use occurred during only one billing period, the bill shall be so computed.

~~For~~If the Advanced Metering Infrastructure is unavailable or Meters located where the Company has no resident service representative, or the resident service representative is unavailable, final readings or energy consumption may be estimated at the time the Customer requests that service be discontinued. Estimates will be made on the basis of previous average usage. All estimated readings or energy consumption are clearly marked as such.



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## Section 4.04 METER TESTING AND METER FAILURE

The Company will maintain and test its metering equipment in accordance with the Rules of the North Dakota Public Service Commission. If the Company’s test shows a Meter to have an average error of more than 2% fast or 2% slow, the Company shall make an adjustment to the bills for service during the period of registration error, if known, in accordance with North Dakota Administrative Code Standards of Service 69-09-02-12 and Section 4.9 of these General Rules and Regulations. If the period of registration error is unknown, a billing adjustment will be applied to lesser period of (a) one-half the time elapsed since the last testing of the Meter, or (b) six months. If the average error cannot be determined by test because of failure of part or all of the metering equipment, the Company shall use the registration of check metering installations, if any, or to estimate the quantity of energy ~~used~~<sup>consumed</sup> on all available data. The Customer shall be advised of metering equipment failure, and of the basis for the estimated bill. Any adjustment because of failure of metering equipment shall be from the date of the metering equipment failure, if known; or if not known, for a period equal to one-half the time elapsed since the last previous meter test, but not to exceed six months.

The Customer may request the Company to test the Meter. If the request to test a Meter is made within one year of a previous test, a charge will be added to the Customer’s bill if the metering equipment tests accurate (Meter error is plus or minus two percent or less). The charges will be as follows:

Single-Phase or Residential Customer Meter	\$10.00
Single-Phase Demand or Self-contained Three-phase Meter	\$20.00
All Other Three-phase Meters	\$30.00



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North Dakota, General Rules & Regulations  
ELECTRIC RATE SCHEDULE  
General Rules & Regulations  
MONTHLY BILLING PERIOD AND PRORATED BILLS  
Section 4.07  
~~Second~~<sup>First</sup> Revision

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## Section 4.07 MONTHLY BILLING PERIOD AND PRORATED BILLS

A period of 365 days divided by 12 months [30.41667 days] is considered a normal monthly billing period. The Meter ~~¶~~Reading date may be advanced or postponed not more than five days without adjustment of the billing for the period. Bills based on actual billing periods, which will be determined by the interval between two consecutive ~~¶~~Meter ~~¶~~Reading dates for metered services or between billing dates for the non-metered services, will be prorated on a daily basis for a period of lesser than or greater than a normal billing period. The proration shall apply to the Customer Charge, Energy Charge, Demand Charge and Facilities Charge components of the rate.

Services will be prorated to the month in which they were consumed based on a computed daily average. The following definitions apply:

- For fixed charges, the “computed daily average” used to prorate “services” is the daily fixed charge, or ratio of the annual amount of the fixed charge by the number of days in a year (365).
- For consumption-based charges, the “computed daily average” used to prorate “services” is the daily average energy/demand usage, or ratio of the energy/demand usage during the billing period by the number of days in the same billing period.



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## GLOSSARY AND SYMBOLS

### Section 8.01 GLOSSARY

#### Glossary of terms used in tariffs and riders

*Advanced Metering Infrastructure – Communication infrastructure that supports the remote collection of Customer’s electrical energy consumption.*

*Billing Demand* – A charge applied to an Energy Customer for Capacity reserved or made available explicitly for that Customer. Customer’s Demand as used by Company for billing purposes. Billing Demand is calculated and specified in applicable tariffs.

*Capacity* – The maximum amount of power, normally expressed in Kilowatts (kW) or megawatts (MW), that a given system or subsystem can carry or produce at a particular moment.

*Commercial* - A business consumer of Energy.

*Commission* – The regulating entity in the state government that oversees the operations of investor-owned utilities. (See North Dakota Public Service Commission).

*Company* - Otter Tail Power Company, a Minnesota corporation, a regulated power company providing electricity to Customers in Minnesota, North Dakota and South Dakota.

*Control Criteria* - The terms and guidelines governing the supply of electricity to non-firm electric loads.

*CT Metering* – A watt-hour meter that is used with current transformers. The current transformer reduces the primary current to a secondary current applied to the meter in a known proportion. Used when the current exceeds 400 amperes.

*Customer* - Any party that is involved in the purchase or sale of electrical Energy from or to Company.

*Customer Charge* – Part of the monthly basic Distribution charge to partially cover costs for billing, Meter Reading, equipment, service line maintenance and equipment. This charge is the same no matter how much electricity is used.

*Demand* – The rate at which electric Energy is delivered to or by a system, part of a system, or piece of equipment and is expressed in Kilowatts (kW) or megawatts (MW).

*Demand Interval* – The specified interval of time on which a demand measurement is based.



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**Distribution** - The local wires, transformers, substations and other equipment used to deliver electricity from the high-voltage transmission lines to low voltage Distribution lines and to end-use consumers.

**Distribution Facilities** - Company facilities as defined in Section 5.02 of these General Rules and Regulations.

**Energy** – Customer’s electric consumption requirement measured in Kilowatt-hours (kWh).

**Energy Charge** – The amount on Customer billings reflecting the actual Energy used over the billing period.

**Excess Expenditure** – Certain costs incurred by Company in the construction of Special Facilities, as defined in Section 5.02 of these General Rules and Regulations.

**Facilities Charge** – An amount to be paid by the Customer in a fixed monthly amount for distribution facilities sized on the basis of the Customer’s design (rather than metered) demand. The charge may include operation and maintenance as capital costs.

**Farm** – A Customer classification where ordinary farming operations of a Commercial scale are conducted from which Customer derives income.

**Generator** – A general name given to a machine for transforming mechanical Energy into electrical Energy.

**Kilovolt (kV)** – A unit of pressure equal to one thousand volts.

**Kilowatt (kW)** – A unit of electrical power equal to one thousand watts. Electric power is usually expressed in Kilowatts. A watt = volts times amps times power factor. One watt = 1/746 Horsepower and a Kilowatt = 1,000 watts or 1.34 Horsepower.

**Kilowatt-hour** - A Kilowatt-hour (kWh) is the standard unit of measure for electricity for which most Customers are charged in cents per Kilowatt-hour. One Kilowatt-hour is equal to 1,000 watt-hours. The total number of Kilowatt-hours charged to your bill is determined by your electricity use. For example, if you used a 100-watt light bulb for 10 hours, you would be billed for one Kilowatt-hour (100-watts x 10 hours = 1,000 watt-hours).

**Meter** – An electric indicating instrument used to measure kWhs, kW, Kilowatts and /or kVAR Demand.

**Meter Reading** – The period, expected to be 30 days, between requested Meter reads utilized by the billing system to render a Customer’s energy consumption.

**Midwest Independent System Operator (MISO)** – An independent third party operating in the Midwest states and formed to operate the transmission system in a way that provides fair access for all electricity suppliers. The ISO maintains instantaneous balance of the Grid system by controlling the dispatch of flexible plants to ensure that loads match resources available to the system. It is regulated by the Federal Energy Regulatory Commission (FERC).



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**Municipality** - A city, town, or other local unit of government with jurisdiction over the use of the public rights of way or other public areas.

**North Dakota Public Service Commission (NDPSC)** – The regulating entity operated by the State of North Dakota that oversees the operations of investor- owned electric utilities such as Otter Tail Power Company.

**Reactive Demand** - A term used in the calculation of power factor defined as the relationship between the total power (kVa) and the real power (kW) for loads such as motors that require magnetizing current to operate.

**Reliability** – The providing of adequate and dependable generation, Transmission and Distribution service. Electric system Reliability has two components -- adequacy and security. Adequacy is the ability of the electric system to supply the aggregate electrical Demand and Energy requirements of Customers at all times, taking into account scheduled and unscheduled outages of system facilities. Security is the ability of the electric system to withstand sudden disturbances such as electric short circuits or unanticipated loss of system facilities.

**Residential** – An Energy consumer consisting of a single private household, but not necessarily a single-family dwelling.

**Self-Contained Metering** – A watt-hour meter which has sufficient current-carrying capacity to meet the specific demand for which it is designed without the need for a current transformer. Used to measure current up to 400 amperes.

**Space Conditioning Loads** – Electrical processes used to condition air or water, such as heating, cooling, dehumidifying, or humidifying.

**Special Facilities** - Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.

**Standard Facilities** – Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.

**Summer Season or Summer** – The period of time beginning June 1 and ending September 30.

**System Marginal Energy Price** – Company's hourly system Incremental Energy cost plus applicable losses, transmission, and a profit margin.

**Total Coincident Demand** – The sum of two or more Demands that occur in the same Demand Interval as determined by Company.

**Transmission Facilities** – Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.



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***Transmission Service*** – The reservation and transmission of Capacity and Energy on either a firm or non-firm basis.

***Winter Season or Winter*** – The period of time beginning October 1 and ending May 31



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**Section 1.02 APPLICATION FOR SERVICE**

Anyone desiring electric service from the Company must make application to the Company before commencing the use of Company service. The Company reserves the right to require an Electric Service Agreement before the service will be furnished. Receipt of electric service shall constitute the receiver a Customer of the Company subject to its rates, rules, and regulations, whether service is based upon the Tariff, an Electric Service Agreement, or otherwise. All applications and contracts for service are made in the legal name of the party desiring service. The Customer will be responsible for payment of all services furnished. A Customer shall give the Company not less than two business days prior notice to connect service.

The customer making application for service is required to provide the Company a valid mailing address for purposes of billing. Customer shall provide email address, phone number, or text for limited and legally allowed customer notifications including outage information or service disconnect, for example, but Customer may unsubscribe from receiving notifications at any time.

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The Customer may take service pursuant to any Commission-approved rate(s) for which the Customer qualifies. The Customer making application for service is required to be of legal age (18) unless evidence is provided that the person is an emancipated minor. The Customer is required to take service under the selected rate(s) for a minimum of one (1) year, unless the Customer desires to change its service to any rate offering that is newly approved within the one-year period and for which the Customer qualifies. If the Customer changes its service to a different rate, the Customer may not be permitted to revert back to the originally applicable rate for a period of one (1) year. The Customer shall provide the Company at least 45 days prior notice in the event of any requested change.

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The Company, if reasonable under the circumstances, may consent to a Customer changing rates before taking service for the minimum one-year period described above, and provided the Customer pays any charges that may be required under each rate, including for example, “ratchet” charges or other charges relating to discontinuance of service.



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**Section 1.03 DEPOSITS, GUARANTEES AND CREDIT POLICY**

The Company may require a deposit to ensure payment of bills when due if Customer has not established good credit. A deposit may be required if the credit history of a Customer does not demonstrate that payment is assured. In determining credit history, the Company shall only use credit reports reflecting the purchase of utility services unless the Customer consents in writing to the use of additional credit reports. Any credit history used is mailed to the Customer. The Customer’s refusal to permit use of credit rating or credit services other than that of a utility will not affect the determination of the Company as to the Customer’s credit history. A deposit is not to exceed the estimated charge for furnishing service to the Customer for a 60-day period.

The Company will pay interest on deposits, each year, at the 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 will either be paid to the Customer on an annual basis, or credited to the Customer by a deduction made on the Customer’s December electric service bill, or when a deposit is refunded by either termination of service or with 12 consecutive months of prompt payments.

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Whenever service has been disconnected for nonpayment of a bill, before reconnection is made the Customer shall (a) pay the reconnection fee stated in Section 1.04 of these General Rules and Regulations; (b) make a deposit to the Company pursuant to North Dakota Administrative Code Standards of Service 69-09-02-04 if all or a part of the previous deposit was used in settlement of the delinquent bill; and (c) make a satisfactory settlement with the Company for the delinquent bill and for service rendered between the last Meter Reading date and the date service was disconnected. If a customer’s credit standing becomes unsatisfactory after a deposit has been refunded or if the deposit is inadequate to cover the estimated charge for furnishing service for a 60-day period, a new or additional deposit may be required upon reasonable written notice by the Company.

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 on the earliest to occur of: (a) the Customer gives the Company notice of service discontinuance; (b) the Customer gives the Company notice in a change in location covered by the guarantee agreement; or (c) thirty days after written request from the guarantor to terminate the guarantee agreement. However, no guarantee agreement shall be terminated without the Customer first having made

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## METERING & BILLING

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#### **METER INSTALLATION REQUIREMENTS:**

Customer-furnished Meter sockets: Service entrance sizes up to and including 400 amps single-phase and three-phase will be metered by the use of Self-Contained Meters. Meter sockets for Self-Contained metering are furnished, installed, and wired by the Customer or the Customer's electrical contractor. The Company will install and wire a load management receiver, if applicable, and the Customer or the Customer's contractor will make the remaining connections in the Meter socket. The Company will make the connections to the Customer's conductors at the top of the mast for overhead service, and at the Company source for underground service.

Company-furnished Meter sockets: If the service entrance requirements exceed 400 amp single-phase or three-phase, the Company will furnish the pre-wired Meter socket and enclosure, including current transformers, conduit, and other equipment necessary to Meter the service. The Customer's contractor will install the equipment. These Meter sockets will be mounted next to the Customer-provided CT cabinet on a building, pole, or



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pedestal. However, in all cases, permission to use and the determination of transformer rated metering location must be approved by the Company.

Customer-furnished CT cabinets: Cabinets used outside any building wall for current transformers (CTs) or required as a junction point between the Company’s service lateral and the Customer’s service entrance conductor are furnished by the Customer or the Customer’s electrical contractor. Unless otherwise provided in the Customer’s service agreement with the Company, the cabinets will serve as the point of common connection between Company-owned facilities and the Customer. Conduit and any additional material required for attachment is furnished by the Customer. The Company will make the service connections at the line side lugs and install the control wires between the CTs and the Meter. The Customer or contractor will install all remaining equipment, including CTs furnished by the Company, and make the connections to the load side lugs.

**METER SOCKET REQUIREMENTS:**

All Meter sockets must be approved and properly labeled by a state-recognized testing lab such as Underwriters Laboratories (UL).

**Profiles and Rating:** The Customer must furnish a Meter socket equipped with lever-style bypass rated at 200 amps or larger for underground services. In order to allow for proper conductor bending, crossover clearance, and additional slack in the incoming service wires within the socket, the internal dimensions for the socket must be a minimum of 11 inches wide for single-phase service and 13 inches wide for three-phase service. For services where conductors will be installed below ground, conduit of adequate size must be installed on the Meter socket and extend a minimum of 12 inches below grade level. Due to limited space for conductors, round Meter sockets will no longer be permitted on new installations or as replacements on existing installations. The Company reserves the right to require that a round socket be replaced at Customer’s expense before any work is done by the Company.

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**CURRENT TRANSFORMER CABINET REQUIREMENTS:**

The Customer or the Customer’s electrical contractor will size and furnish the cabinet to be used as a point of common connection between the Company’s service and the Customer’s service point. The Cabinet will be mounted outdoors in a location readily accessible to Company personnel. The Customer will provide any materials required for installation. The Contractor shall contact Company personnel to discuss details prior to ordering a current transformer cabinet.



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**Section 4.02 METER READINGS**

Unless authorized by statute, rule or other appropriate authority, unless a Customer location is considered self-read, the Company will read all Meters used for determining charges to Customers each month. The term “month” for Meter Reading and billing purposes is the period between successive Meter Reading dates, which is as nearly as practicable to 30-day intervals. When the Company is unable to gain access to a Meter, it shall leave a Meter-Reading form for the Customer to complete and provide to the Company. The Company may use Customer-supplied Meter Readings to render bills, provided a Company representative reads the Meter at least once each three months, and when there is a change in occupancy of the premises. The Company may move the Meter to a self-read status when necessary.

**SELF-READ CUSTOMERS:** Customers designated as self-read Meter accounts shall, upon request of the Company, report the reading of their Meter monthly online, or on forms provided by the Company. At a minimum, the Company will verify Meter Readings of self-read Meter accounts at least once within a 12-month period.



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## Section 4.03 ESTIMATED READINGS

Pursuant to North Dakota Administrative Code Standards of Service 69-09-02-11, when access to a Meter cannot be gained and the Customer fails to supply a Meter-Reading form in time for the billing operation, or Meter data is unavailable an estimated bill may be rendered by the Company. In cases of emergency, the Company may render estimated bills without reading Meters or supplying Meter-Reading forms to Customers. C  
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When Customer fails to return a Meter-Reading form or input the Meter Reading online, an estimated bill may be rendered. C

Estimated bills are based on the Customer's normal consumption for a corresponding period during the preceding year, or average consumption during the three preceding months, or any other method authorized by the North Dakota Public Service Commission. As provided in Section 4.02 of these General Rules and Regulations, only in unusual cases, when approval is obtained from the Customer, or when a self-read Customer fails to supply Meter Readings, shall more than two consecutive estimated bills be rendered. C  
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If an estimated bill appears to be abnormal when a subsequent reading or energy consumption is obtained, the bill for the entire period is computed at a rate which contemplates the use of service during the entire period and the estimated bill is deducted. If there is reasonable evidence that the use occurred during only one billing period, the bill shall be so computed. C  
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If the Advanced Metering Infrastructure is unavailable or Meters located where the Company has no resident service representative, or the resident service representative is unavailable, final readings or energy consumption may be estimated at the time the Customer requests that service be discontinued. Estimates will be made on the basis of previous average usage. All estimated readings or energy consumption are clearly marked as such. C  
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**Section 4.04 METER TESTING AND METER FAILURE**

The Company will maintain and test its metering equipment in accordance with the Rules of the North Dakota Public Service Commission. If the Company’s test shows a Meter to have an average error of more than 2% fast or 2% slow, the Company shall make an adjustment to the bills for service during the period of registration error, if known, in accordance with North Dakota Administrative Code Standards of Service 69-09-02-12 and Section 4.9 of these General Rules and Regulations. If the period of registration error is unknown, a billing adjustment will be applied to lesser period of (a) one-half the time elapsed since the last testing of the Meter, or (b) six months. If the average error cannot be determined by test because of failure of part or all of the metering equipment, the Company shall use the registration of check metering installations, if any, or to estimate the quantity of energy consumed on all available data. The Customer shall be advised of metering equipment failure, and of the basis for the estimated bill. Any adjustment because of failure of metering equipment shall be from the date of the metering equipment failure, if known; or if not known, for a period equal to one-half the time elapsed since the last previous meter test, but not to exceed six months.

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The Customer may request the Company to test the Meter. If the request to test a Meter is made within one year of a previous test, a charge will be added to the Customer’s bill if the metering equipment tests accurate (Meter error is plus or minus two percent or less). The charges will be as follows:

Single-Phase or Residential Customer Meter	\$10.00
Single-Phase Demand or Self-contained Three-phase Meter	\$20.00
All Other Three-phase Meters	\$30.00



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## Section 4.07 MONTHLY BILLING PERIOD AND PRORATED BILLS

A period of 365 days divided by 12 months [30.41667 days] is considered a normal monthly billing period. The Meter Reading date may be advanced or postponed not more than five days without adjustment of the billing for the period. Bills based on actual billing periods, which will be determined by the interval between two consecutive Meter Reading dates for metered services or between billing dates for the non-metered services, will be prorated on a daily basis for a period of lesser than or greater than a normal billing period. The proration shall apply to the Customer Charge, Energy Charge, Demand Charge and Facilities Charge components of the rate.

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Services will be prorated to the month in which they were consumed based on a computed daily average. The following definitions apply:

- For fixed charges, the “computed daily average” used to prorate “services” is the daily fixed charge, or ratio of the annual amount of the fixed charge by the number of days in a year (365).
- For consumption-based charges, the “computed daily average” used to prorate “services” is the daily average energy/demand usage, or ratio of the energy/demand usage during the billing period by the number of days in the same billing period.



## GLOSSARY AND SYMBOLS

### Section 8.01 GLOSSARY

#### Glossary of terms used in tariffs and riders

**Advanced Metering Infrastructure** – Communication infrastructure that supports the remote collection of Customer’s electrical energy consumption.

**Billing Demand** – A charge applied to an Energy Customer for Capacity reserved or made available explicitly for that Customer. Customer’s Demand as used by Company for billing purposes. Billing Demand is calculated and specified in applicable tariffs.

**Capacity** – The maximum amount of power, normally expressed in Kilowatts (kW) or megawatts (MW), that a given system or subsystem can carry or produce at a particular moment.

**Commercial** - A business consumer of Energy.

**Commission** – The regulating entity in the state government that oversees the operations of investor-owned utilities. (See North Dakota Public Service Commission).

**Company** - Otter Tail Power Company, a Minnesota corporation, a regulated power company providing electricity to Customers in Minnesota, North Dakota and South Dakota.

**Control Criteria** - The terms and guidelines governing the supply of electricity to non-firm electric loads.

**CT Metering** – A watt-hour Meter that is used with current transformers. The current transformer reduces the primary current to a secondary current applied to the Meter in a known proportion. Used when the current exceeds 400 amperes.

**Customer** - Any party that is involved in the purchase or sale of electrical Energy from or to Company.

**Customer Charge** – Part of the monthly basic Distribution charge to partially cover costs for billing, Meter Reading, equipment, service line maintenance and equipment. This charge is the same no matter how much electricity is used.

**Demand** – The rate at which electric Energy is delivered to or by a system, part of a system, or piece of equipment and is expressed in Kilowatts (kW) or megawatts (MW).

**Demand Interval** – The specified interval of time on which a demand measurement is based.

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**Distribution** - The local wires, transformers, substations and other equipment used to deliver electricity from the high-voltage transmission lines to low voltage Distribution lines and to end-use consumers.

**Distribution Facilities** - Company facilities as defined in Section 5.02 of these General Rules and Regulations.

**Energy** – Customer’s electric consumption requirement measured in Kilowatt-hours (kWh).

**Energy Charge** – The amount on Customer billings reflecting the actual Energy used over the billing period.

**Excess Expenditure** – Certain costs incurred by Company in the construction of Special Facilities, as defined in Section 5.02 of these General Rules and Regulations.

**Facilities Charge** – An amount to be paid by the Customer in a fixed monthly amount for distribution facilities sized on the basis of the Customer’s design (rather than metered) demand. The charge may include operation and maintenance as capital costs.

**Farm** – A Customer classification where ordinary farming operations of a Commercial scale are conducted from which Customer derives income.

**Generator** – A general name given to a machine for transforming mechanical Energy into electrical Energy.

**Kilovolt (kV)** – A unit of pressure equal to one thousand volts.

**L Kilowatt (kW)** – A unit of electrical power equal to one thousand watts. Electric power is usually expressed in Kilowatts. A watt = volts times amps times power factor. One watt = 1/746 Horsepower and a Kilowatt = 1,000 watts or 1.34 Horsepower.

**Kilowatt-hour** - A Kilowatt-hour (kWh) is the standard unit of measure for electricity for which most Customers are charged in cents per Kilowatt-hour. One Kilowatt-hour is equal to 1,000 watt-hours. The total number of Kilowatt-hours charged to your bill is determined by your electricity use. For example, if you used a 100-watt light bulb for 10 hours, you would be billed for one Kilowatt-hour (100-watts x 10 hours = 1,000 watt-hours).

**Meter** – An electric indicating instrument used to measure kWhs, kW, and /or kVAR.

**Meter Reading** – The period, expected to be 30 days, between requested Meter reads utilized by the billing system to render a Customer’s energy consumption.

**Midwest Independent System Operator (MISO)** – An independent third party operating in the Midwest states and formed to operate the transmission system in a way that provides fair access for all electricity suppliers. The ISO maintains instantaneous balance of the Grid system by controlling the dispatch of flexible plants to ensure that loads match resources available to the system. It is regulated by the Federal Energy Regulatory Commission (FERC).

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**Municipality** - A city, town, or other local unit of government with jurisdiction over the use of the public rights of way or other public areas.

**North Dakota Public Service Commission (NDPSC)** – The regulating entity operated by the State of North Dakota that oversees the operations of investor- owned electric utilities such as Otter Tail Power Company.

**Reactive Demand** - A term used in the calculation of power factor defined as the relationship between the total power (kVa) and the real power (kW) for loads such as motors that require magnetizing current to operate.

**Reliability** – The providing of adequate and dependable generation, Transmission and Distribution service. Electric system Reliability has two components -- adequacy and security. Adequacy is the ability of the electric system to supply the aggregate electrical Demand and Energy requirements of Customers at all times, taking into account scheduled and unscheduled outages of system facilities. Security is the ability of the electric system to withstand sudden disturbances such as electric short circuits or unanticipated loss of system facilities.

**Residential** – An Energy consumer consisting of a single private household, but not necessarily a single-family dwelling.

**Self-Contained Metering** – A watt-hour Meter which has sufficient current-carrying capacity to meet the specific demand for which it is designed without the need for a current transformer. Used to measure current up to 400 amperes.

**Space Conditioning Loads** – Electrical processes used to condition air or water, such as heating, cooling, dehumidifying, or humidifying.

**Special Facilities** - Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.

**Standard Facilities** – Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.

**Summer Season or Summer** – The period of time beginning June 1 and ending September 30.

**System Marginal Energy Price** – Company’s hourly system Incremental Energy cost plus applicable losses, transmission, and a profit margin.

**Total Coincident Demand** – The sum of two or more Demands that occur in the same Demand Interval as determined by Company.

**Transmission Facilities** – Company provided facilities as defined in Section 5.02 of these General Rules and Regulations.

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Fergus Falls, Minnesota

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*Transmission Service* – The reservation and transmission of Capacity and Energy on either a firm or non-firm basis. L  
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*Winter Season or Winter* – The period of time beginning October 1 and ending May 31 L  
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**Attachment 2**  
**Customer Information Brochure**  
Current and Updated Versions

CONTINUED FROM PAGE 2

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 us will be subject to a \$15 return-payment fee.

### 15 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 our company's regulations, which are on file with the North Dakota Public Service Commission.
- Failure to provide us with reasonable access to the company's equipment and property.
- Breach of contract for service between our company and the customer.
- Unauthorized use of or tampering with our company's equipment.
- Conditions determined to be hazardous to the customer, to other customers, to our equipment, or to the public.

### 16 Reconnection policy

When we disconnect a customer's service for a valid cause and the condition is corrected, we 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 we 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, we do not charge for reconnection.

Our 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 Public Service Commission can be reached at 877-245-6685.



# North Dakota customer information



### 13 Service relock charge

We'll charge \$100.00 for reconnecting service where we've 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 our General Rules and Regulations.

### 14 Disconnection for nonpayment

Disconnection of service may become necessary for nonpayment. We make an effort to contact the customer to avoid disconnection.

Before disconnection, we'll send 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.

### 1 Customer service

Telephone customer service is available 24 hours a day, and limited services and rate schedules are available online at [otpc.com](http://otpc.com).

Please notify us **2 business days** before you require routine service. Please call **800-257-4044 or 218-739-8877**. You also can request service by visiting our website at [otpc.com](http://otpc.com).

### 2 Emergency service

Immediately report outages or emergencies such as those caused by storms or accidents. Company representatives will attend to service interruptions day or night and on weekends and holidays. We'll restore service without charge if the outage is a result of our equipment failure.

Before calling to report an outage, or an appliance that's 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 us at 800-257-4044 or 218-739-8877.

### 3 Service connection

We're obligated to supply service to new customers. If it appears that the expenditure for extending service may not be justified, our company may require the customer to sign a 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, as determined by us, 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.

### 4 Ending service

Customers needing to transfer or end service with us can contact Customer Service for assistance or use the self-service forms available on our website at [otpc.com](http://otpc.com).

### 5 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. 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, we'll 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 for any balance that the customer owes the 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.

CONTINUED ON PAGE 2

# 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.

## 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 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 allows our company 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.

18. The Renewable Resource Adjustment Rider allows our company to recover costs associated with renewable energy facilities that we own.
19. The Generation Cost Recovery Rider 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.

CONTINUED FROM PAGE 1

On termination of a guarantee agreement, a new guarantee agreement or deposit may be required by the company.

## 6 Your electric meter

Electric meters are finely tuned precision instruments used to measure electricity use. 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 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. We'll give our report to the customer within one week. The report will specify the test results as well as relevant metering information.

## 7 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 is not read, we automatically review your consumption history and estimate 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 [otpc.com](http://otpc.com) or by mailing back a completed meter-reading card, which we provide on a yearly basis to all self-read customers.

## 8 Payments and payment options

We send itemized electric service statements each month.

Our 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 contains a list of drop-box addresses as well as information about current payment programs.

**9 Ready Check** is an automatic debit payment program where we send your electric service statement amount due to your bank, which automatically remits funds on your behalf to us 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.

**10 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 [otpc.com](http://otpc.com). With ePay you make payments electronically. You'll need a recent electric service statement and your bank account information to register your electric service account at [otpc.com](http://otpc.com).

**11 Our Even Monthly Payment (EMP) plan** features an averaged monthly payment amount and works well with our 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. We routinely review EMP accounts to ensure that the EMP amount billed is consistent with average consumption. Our company pays interest monthly on your average daily credit balance.

## 12 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 delinquency date shall not be billed a late-payment charge. A late-payment charge will apply on any account with an

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Stock Purchase Plan amount \$ \_\_\_\_\_  
Energy Share Donation \$ \_\_\_\_\_

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OTTER TAIL POWER COMPANY  
PO BOX 2002  
FERGUS FALLS MN 56538-2002

MARY CUSTOMER  
123 ANYWHERE ST  
ANY TOWN, ND 12345-6789

Due Date: Mar 09, 2023  
Amount Due: \$256.00

Your payment is recorded upon receipt. Please return this stub with your payment. Please allow sufficient mailing time. 1234567-8 \$256.00 EMP

**Status of Your Account**

Account Number: 1234567  
MARY CUSTOMER  
123 ANYWHERE ST  
ANY TOWN, ND 12345-6789  
Billing Date: Feb 13, 2023

Previous Payment: 02/05/23 256.00  
Previous Balance 0.00  
Current EMP: 256.00  
Amount Due: \$256.00

If payment is not credited to your account by Mar 14, 2023, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

Even Monthly Payment Status  
Current EMP payment due: 256.00  
Your month 11 EMP Balance after payment: 63.48 Credit

We're here to answer any questions, concerns, or complaints you might have about your bill. Call us at 800-257-4044 or 218-739-8877.  
Write our office at: PO BOX 2002, FERGUS FALLS MN 56538-2002, www.otpc.com

**Account Detail (1234567)**

<b>01. Residential Serv Winter</b>		<b>02. Other Charges/Credits</b>	
EP	02/08/23 Reading	74240	Transmission Rider
	01/13/23 Reading	72125	Adv Meter & Dist Tech
	Kilowatt Hours Used	2115	Renewable Rider
	Max Demand	5.6	Generation Rider
	Customer Charge (20.10 x 12/365) x 26	17.18	
	5.6 kW at 8.00	44.98	
	2115 kWh at .03461	73.20	
	Fuel and Purchased Power	53.78	
	2115 kWh at .02543		

Total:(01) 189.14  
Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpc.com.

Total:(02) 29.48  
Current Billing: 218.62

\*P Indicates Prorated Billing  
\*E Indicates Estimated Reading

More account information on back.

## 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 [otpc.com](http://otpc.com).

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

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- c. We'll give our report to the customer within one week. The report outlines test results and provides relevant metering information.

**7 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 [otpco.com](http://otpco.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 [otpco.com/MyMeter](http://otpco.com/MyMeter).

**Additional information**

The information below includes company policies based on rules and regulations from the North Dakota Public Service Commission.

**5 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.

**13 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).

**16 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.

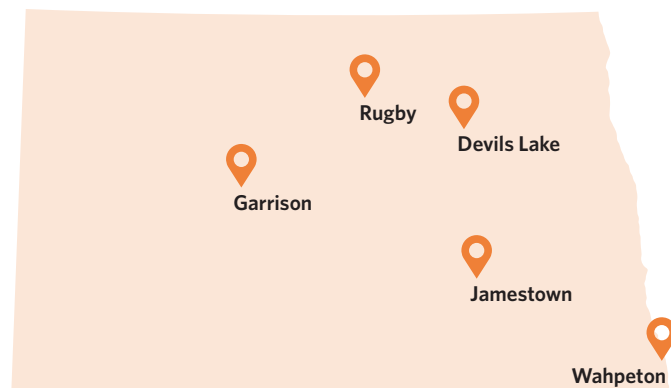
When we disconnect service for nonpayment, the following reconnection conditions apply:

- 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.**

**Customer Service Centers in North Dakota**



**Contact any of our  
Customer Service Centers  
at 800-257-4044  
or 218-739-8877.**

**North Dakota  
customer information**



**1 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**.

**2 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 [otpco.com/outages](http://otpco.com/outages).

**Billing and account information**

**3 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.

**4**

Stop, transfer, or start new electric service by calling our Customer Service team during business hours or using our self service forms available at [otpco.com/service](http://otpco.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.

**8 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 [otpco.com/PaymentOptions](http://otpco.com/PaymentOptions).

**10 Programs to help manage and pay your bill**

The **My Account** payment portal at [otpco.com](http://otpco.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.

**9**

**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.

**11**

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 a few times 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.

**New 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 [otpco.com/HelpPaying](http://otpco.com/HelpPaying) for more information.

**New 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 [otpco.com/AvoidScams](http://otpco.com/AvoidScams).

**12 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.

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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.

### 14 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.

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.

### 15 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.
- 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.

### 6 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:

- 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.)
- The customer may be present or have a representative present during the meter test.

CONTINUED ON PAGE 4

## 17 How to read your bill

### 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.

### C. Account detail

This portion of your statement explains your electric use during the billing period. It includes:

12. The type of service for which you're being billed with seasonal rates applied.
13. Your meter readings with dates taken. Upon receiving a new advanced meter, your bill will display the billing period as shown in the call out below.
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 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.

### New

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

#### Account Detail (1234567) 01. Residential Serv Winter

EP	Billing Period: 01/13/23 - 02/08/23	
	Kilowatt Hours Used	2115
	Max Demand	5.6
	Customer Charge (20.10 x 12/365) x 26	17.18
	5.6 kW at 8.00	44.98
	2115 kWh at .03461	73.20
	Fuel and Purchased Power 2115 kWh at .02543	53.78

17. 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.
18. The Renewable Resource Adjustment Rider allows us to recover costs associated with renewable energy facilities that we own.

19. 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.
20. The Advanced Meter and Distribution Technology Rider allows us to recover costs associated with advanced metering, outage management, and demand response projects.

**Status of Your Account**

Account Number: 1234567  
 MARY CUSTOMER  
 123 ANYWHERE ST  
 ANY TOWN, ND 12345-6789  
 Billing Date: Feb 13, 2023

Amount Due: \$256.00

**Account Detail (1234567)**

01. Residential Serv Winter	189.14	02. Other Charges/Credits	29.48
EP 02/08/23 Reading	74240	Transmission Rider	12.16
EP 01/13/23 Reading	72125	Adv Meter & Dist Tech	3.66
Kilowatt Hours Used	2115	Renewable Rider	9.62
Max Demand	5.6	Generation Rider	4.04
Customer Charge	17.18		
(20.10 x 12/365) x 26	17.18		
5.6 kW at 8.00	44.98		
2115 kWh at .03461	73.20		
Fuel and Purchased Power	53.78		
2115 kWh at .02543	53.78		
<b>Total:(01)</b>	<b>189.14</b>	<b>Total:(02)</b>	<b>29.48</b>
Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpc.com.		<b>Current Billing:</b>	<b>218.62</b>

**Even Monthly Payment Status**

Current EMP payment due: 256.00  
 Your month 11 EMP Balance after payment: 63.48 Credit

### 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.

**Attachment 3**  
**Electric Rate Schedule Opt-out option**  
**Non-Legislative and Legislative Version**  
Tariff Sheet 9.01 – Residential Service

**RESIDENTIAL SERVICE**

DESCRIPTION	RATE CODE
Residential Service	N101
<u>Advanced Meter Opt Out</u>	<u>N102</u>

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

**APPLICATION OF SCHEDULE:** This schedule is applicable to Residential Service as defined in the General Rules and Regulations.

**RATE:**

RESIDENTIAL SERVICE – <u>N101</u>			
<b>Customer Charge per Month:</b>	\$14.00		
<b>Monthly Minimum Bill:</b>	Customer Charge		
<b>Energy Charge per kWh:</b>	Summer		Winter
	8.050	¢/kWh	5.446 ¢/kWh

**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 rate schedule. See Sections 12.00, 13.00 and 14.00 of the North Dakota electric rates for the matrices of riders.

**DEFINITIONS OF SEASONS:**

Summer: June 1 through September 30.

Winter: October 1 through May 31.

**SEASONAL RESIDENTIAL SERVICE:**

1. These rates and regulations shall apply to seasonal and lake cottage service and to rural residential service only. Resorts, stores, farms and other nonresidential establishments will be billed at the rates provided for such classes of service.
2. Seasonal customers will be billed at the same rate as year-around Customers, except as follows:

Each seasonal Customer will be billed a one-time seasonal fixed charge of \$56.00 in addition to the rate provided above. The fixed charge will be included on the first bill rendered for each season.

Each seasonal Customer will be billed for the number of months each season that the residence or cottage is in use but not less than a minimum of four months, plus the seasonal fixed charge. The Company normally will read Meters and render a bill during the months of June, July, August and September. At the Company's option, meters may be read at other times during the year and a bill will be rendered if Energy recorded on the Meter exceeds 100 kWh.

**ADVANCED METER OPT-OUT RATES, TERMS AND CONDITIONS:**

<b><u>ADVANCED METER OPT-OUT – N102</u></b>	
<b><u>Customer Charge per Month:</u></b>	<b><u>\$80.10</u></b>

1. Customers may select to have the remote communications capabilities of advanced meters turned off by opting out (“Advanced Meter Opt-Out”). Advanced Meter Opt-Out customers’ meters will be manually read. Customers will pay additional charges to opt-out as noted elsewhere in this schedule.
2. Only customers classified as Residential customers and who are exclusively on this Section 9.01 Residential Service rate are eligible for an opt-out agreement with Otter Tail. Residential customers who also have a rate other than this Section 9.01 Residential Service Rate on their bill would not be eligible for an opt-out agreement on either rate.

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Residential customers who elect to opt-out must not have their meter located inside their home or have any other physical barriers to reading the meter. Customers must continue to allow Otter Tail meter readers onto their premises to read the meter.

3. Customers that want to opt-out of having a communicating advanced meter must not have a history of tampering with meters. Customers also cannot have two or more missed payments in the last 12 months of billing.
4. Customers who opt-out of a communicating advanced meter will not be opted-out of the recovery of the costs of the advanced meter, whether those costs are recovered in the Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider or recovered in base rates or elsewhere. Customers who opt-out will have the same meter as those who do not opt-out.
5. Customers who opt-out of a communicating advanced meter agree they are ineligible for participation in programs that require a communicating advanced meter. Not only does this exclude these customers from receiving interval usage data, but also excludes these customers from any time-of-use program and any potential future programs dependent on an advanced meter including, but not limited to, Electric Vehicle Charging programs, Net Metering and Storage.
6. A one-time opt-out fixed charge of \$226.82 will be billed to the customer in addition to the rate and monthly customer charges provided above.

**RESIDENTIAL SERVICE**

DESCRIPTION	RATE CODE
Residential Service	N101
Advanced Meter Opt Out	N102

N

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

**APPLICATION OF SCHEDULE:** This schedule is applicable to Residential Service as defined in the General Rules and Regulations.

**RATE:**

RESIDENTIAL SERVICE – N101			
<b>Customer Charge per Month:</b>	\$14.00		
<b>Monthly Minimum Bill:</b>	Customer Charge		
<b>Energy Charge per kWh:</b>	Summer		Winter
	8.050	¢/kWh	5.446 ¢/kWh

N

**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 rate schedule. See Sections 12.00, 13.00 and 14.00 of the North Dakota electric rates for the matrices of riders.

**DEFINITIONS OF SEASONS:**

Summer: June 1 through September 30.

Winter: October 1 through May 31.

**SEASONAL RESIDENTIAL SERVICE:**

1. These rates and regulations shall apply to seasonal and lake cottage service and to rural residential service only. Resorts, stores, farms and other nonresidential establishments will be billed at the rates provided for such classes of service.
2. Seasonal customers will be billed at the same rate as year-around Customers, except as follows:

Each seasonal Customer will be billed a one-time seasonal fixed charge of \$56.00 in addition to the rate provided above. The fixed charge will be included on the first bill rendered for each season.

Each seasonal Customer will be billed for the number of months each season that the residence or cottage is in use but not less than a minimum of four months, plus the seasonal fixed charge. The Company normally will read Meters and render a bill during the months of June, July, August and September. At the Company's option, meters may be read at other times during the year and a bill will be rendered if Energy recorded on the Meter exceeds 100 kWh.

**ADVANCED METER OPT-OUT RATES, TERMS AND CONDITIONS:**

ADVANCED METER OPT-OUT – N102	
Customer Charge per Month:	\$80.10

- |  |                       |
|--|-----------------------|
|  | N                     |
|  | N                     |
|  | NR                    |
| <ol style="list-style-type: none"> <li>1. Customers may select to have the remote communications capabilities of advanced meters turned off by opting out (“Advanced Meter Opt-Out”). Advanced Meter Opt-Out customers’ meters will be manually read. Customers will pay additional charges to opt-out as noted elsewhere in this schedule.</li> </ol>   | N<br>N<br>N<br>N      |
| <ol style="list-style-type: none"> <li>2. Only customers classified as Residential customers and who are exclusively on this Section 9.01 Residential Service rate are eligible for an opt-out agreement with Otter Tail. Residential customers who also have a rate other than this Section 9.01 Residential Service Rate on their bill would not be eligible for an opt-out agreement on either rate.</li> </ol> | N<br>N<br>N<br>N<br>N |

- |   |                            |
|---|----------------------------|
| Residential customers who elect to opt-out must not have their meter located inside their home or have any other physical barriers to reading the meter. Customers must continue to allow Otter Tail meter readers onto their premises to read the meter.   | N<br>N<br>N                |
| 3. Customers that want to opt-out of having a communicating advanced meter must not have a history of tampering with meters. Customers also cannot have two or more missed payments in the last 12 months of billing.   | N<br>N<br>N                |
| 4. Customers who opt-out of a communicating advanced meter will not be opted-out of the recovery of the costs of the advanced meter, whether those costs are recovered in the Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider or recovered in base rates or elsewhere. Customers who opt-out will have the same meter as those who do not opt-out.  | N<br>N<br>N<br>N<br>N      |
| 5. Customers who opt-out of a communicating advanced meter agree they are ineligible for participation in programs that require a communicating advanced meter. Not only does this exclude these customers from receiving interval usage data, but also excludes these customers from any time-of-use program and any potential future programs dependent on an advanced meter including, but not limited to, Electric Vehicle Charging programs, Net Metering and Storage. | N<br>N<br>N<br>N<br>N<br>N |
| 6. A one-time opt-out fixed charge of \$226.82 will be billed to the customer in addition to the rate and monthly customer charges provided above.  | NR<br>N                    |

**Attachment 4**  
**Residential Rate Brochure**  
**Proposed Changes**

**RESIDENTIAL SERVICE**

DESCRIPTION	RATE CODE
Residential Service	N101
<u>Advanced Meter Opt-Out</u>	<u>N102</u>

**APPLICATION OF SCHEDULE:** This schedule is applicable to residential Service as defined in the General Rules and Regulations.

**RATE:**

RESIDENTIAL SERVICE -- <u>N101</u>		
Customer Charge per Month:	\$14.00	
Monthly Minimum Bill:	Customer Charge	
Energy Charge per kWh:	Summer	Winter
	8.050 c/kWh	5.446 c/kWh

**SEASONAL RESIDENTIAL SERVICE:**

1. These rates and regulations shall apply to seasonal and lake cottage service and to rural residential service only. Resorts, stores, farms, and other nonresidential establishments will be billed at the rates provided for such classes of service.

2. Seasonal customers will be billed at the same rate as year-around Customers, except as follows:

Each seasonal Customer will be billed as a one-time seasonal fixed charge of \$56.00 in addition to the rate provided above. The fixed charge will be included on the first bill rendered for each season.

Each seasonal Customer will be billed for the number of months each season that the residence or cottage is in use, but not less than a minimum of four months, plus the seasonal fixed charge. The Company normally will read meters and render a bill during the months of June, July, August, and September. At the Company's option, meters may be read at other times during the year and a bill will be rendered if Energy recorded on the Meter exceeds 100 kWh.

**ADVANCED METER OPT-OUT RATES, TERMS AND CONDITIONS:**

ADVANCED METER OPT-OUT -- <u>N102</u>	
Customer Charge per Month:	<u>\$80.10</u>

1. Customers may select to have the remote communications capabilities of advanced meters turned off by opting out ("Advanced Meter Opt-Out"). Advanced Meter Opt-Out customers' meters will be manually read. Customers will pay additional charges to opt-out as noted elsewhere in this schedule.
2. Only customers classified as Residential customers and who are exclusively on this Section 9.01 Residential Service rate are eligible for an opt-out agreement with Otter Tail. Residential customers who also have a rate other than this Section 9.01 Residential Service Rate on their bill would not be eligible for an opt-out agreement on either rate. Advanced meters will be required for commercial customers. Residential customers who elect to opt-out must not have their meter located inside their home or have any other physical barriers to reading the meter. Customers must continue to allow Otter Tail meter readers onto their premises to read the meter.
3. Customers that want to opt-out of having a communicating advanced meter must not have a history of tampering with meters. Customers also cannot have two or more missed payments in the last 12 months of billing.
4. Customers who opt-out of a communicating advanced meter will not be opted-out of the recovery of the costs of the advanced meter, whether those costs are recovered in the Advanced Meter and Distribution Technology (AMDT) Cost Recovery Rider or recovered in base rates or elsewhere. Customers who opt-out will have the same meter as those who do not opt-out.
5. Customers who opt-out of a communicating advanced meter agree they are ineligible for participation in programs that require a communicating advanced meter. Not only does this exclude these customers from receiving interval usage data, but also excludes these customers from any time-of-use program and any potential future programs dependent on an advanced meter including Electric Vehicle Charging programs, Net Metering and Storage.
6. A one-time opt-out fixed charge of \$226.82 will be billed to the customer in addition to the rate and monthly customer charges provided above.