



# Minnesota customer information

## 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).

## 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, always **check your fuses or breakers** and appliances to be sure that the problem isn't with your own equipment. For example, if your electric range quits working but your lights and other appliances function normally, check the fuse or breaker that protects the electrical circuit that serves your range. If the problem is isolated to an appliance—such as an electric water heater or range—and you're one of our controlled-service customers, check to see if your receiver's control light outside your residence is lit. We may be controlling load during periods of high demand. Finding no solution there, you may wish to call your appliance dealer or appliance repair shop.

To report outages or emergencies, call us at 800-257-4044 or 218-739-8877.

## 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 plus applicable tax on the first electric service statement.

## Ending service

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

## Deposits

When a deposit is required the amount shall not exceed an estimated two months' gross bill as authorized by the Minnesota Public Utilities Commission. We pay annual interest on all deposits at a rate equal to the weekly average yield of one-year United States Treasury securities adjusted for constant maturity for the last full week in November. Interest begins accruing the day our company receives the deposit and ends either the day of disconnection or when we refund the deposit. 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.

We may accept, in lieu of a deposit, a contract signed by a guarantor to guarantee payment of an electric service

bill. The guarantor can be a friend, relative, business associate, or other person who is creditworthy. The guarantor would be responsible for the electric service bill, up to a sum not to exceed any deposit requirements, specified in the contract if the customer fails to pay a bill when due.

## 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.

## Meter reading and estimates

We read meters every month unless the Minnesota Public Utilities 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 at [otpc.com](http://otpc.com) or by mailing back completed meter-reading cards, which are provided to all new self-read customers.

## Payments/payment options

We send itemized electric service statements each month.

Our company offers several payment options including ePay, Ready Check, EZ-PAY, credit card (limits apply), by mail, or at a drop-box location. Our website ([otpc.com](http://otpc.com)) contains a list of drop-box addresses as well as information about current payment programs.

**Ready Check** is an automatic debit payment program where 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.

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 the average consumption. Our company pays interest monthly on your average daily credit balance.

**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. Customers may register their accounts online at [otpc.com](http://otpc.com) and enroll to use this program.

## 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 unpaid balance greater than \$10 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 per year), or a minimum fee of \$1 per month, whichever is greater. Notice of possible late-payment charges will be stated on electric service statements after the customer has been delinquent once. A late-payment charge will be assessed during the next billing period.

All payments received shall be credited against the customer's oldest outstanding account balance before being applied to any late-payment charge.

Any payments returned unpaid by a bank to us will be subject to a \$15 return payment fee.

## Disconnection for nonpayment

Disconnection of service may become necessary for nonpayment. We try to avoid disconnection because it indicates a breakdown in efforts to solve problems. However, we're obligated to all ratepayers, as well as to Otter Tail Corporation stockholders, to keep bad debts at the lowest possible level.

Before disconnection we'll send a notice via first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date that disconnection will take place, explains the procedure to avoid the disconnection, and indicates that a reconnection fee and deposit may apply.

## Other disconnections

Services may be disconnected for reasons other than nonpayment of electric service statements. Some examples of disconnections WITH NOTICE include:

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- Failure of the customer to meet our deposit and credit requirements.
- Failure to make proper application for service.
- Violation of our company's rules, which are on file with the Minnesota Public Utilities Commission.
- Failure to provide us with reasonable access to equipment and property.
- Breach of contract for service between our company and the customer.

Some examples of disconnection WITHOUT NOTICE include:

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

### **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 applicable tax, plus overtime charges for the amount of time required, or a minimum of two hours, whichever is greater 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.

### **Complaint procedures**

Our company has qualified personnel available during regular business hours to receive and, whenever possible, resolve customer inquiries, requests, and complaints.

If a complaint cannot be resolved promptly, we'll contact the customer within five business days and at least once every 14 calendar days thereafter:

- To advise the customer regarding the status of our investigation until the complaint is mutually resolved.
- To advise the customer of the results of our investigation and final disposition of the matter.
- Until the customer files a written complaint with the Minnesota Public Utilities Commission or the courts.

The Minnesota Public Utilities Commission regulates our company and is available for mediation upon written request. The Commission address is:

Minnesota Public Utilities Commission  
121 7th Place East, Suite 350  
St. Paul, MN 55101-2147  
800-657-3782

When the Minnesota Public Utilities Commission forwards a customer complaint to us, we'll notify the Commission within ten business days regarding the status or disposition of the complaint. (MN PUC Rule 7820.0300 Complaint Procedures)

### **Disputes and escrow payments**

When a customer whose service is about to be disconnected tells us that any part of the billing or service is in dispute, we'll investigate promptly. We'll advise the customer about our investigation and its result and try to resolve the dispute. And we'll delay disconnection until the investigation is complete and we've informed the customer in writing about the findings.

After our investigation is complete, the customer must pay in full any bill that's due. If the dispute is not resolved to the customer's satisfaction, the customer may place the disputed portion in escrow to our company (escrow payment). (MN PUC Rule 7820.2700 Disputes)

To submit a payment in escrow the customer must use a three-part escrow payment form, which our company provides, to explain why the resolution of the dispute is unsatisfactory. The customer will retain a copy of the form and must forward a copy to the the Minnesota Public Utilities Commission.

By submitting the escrow payment form to the Commission, the customer has, in effect, filed an informal complaint against our company (Commission's Rules of Practice, parts 7830.0100 to 7830.4300). Upon settlement of the dispute, any amount that's refunded to the customer will include 8 percent per year interest from the date of payments to the date our company returns it. (MN PUC Rule 7820.2800 Escrow Payment for Disputes)

Our company may apply any escrow payment it receives as it would any normal payment. After escrow payment has been made, the customer and our company still may resolve the dispute to mutual satisfaction.

### **Emergency status**

A customer may ask us to waive our right to disconnect. If we refuse, the customer may apply to the Commission for emergency status. If the Commission determines that the customer has a probable claim in the dispute and that disconnecting service may result in hardship, it may

# HOW TO READ YOUR STATEMENT

1. Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
2. Optional donation to help provide energy assistance to those in need in Minnesota.
3. Customer's name and mailing address.
4. Due date of the billing.
5. The total amount due is printed on the part of the statement you return with your payment as well as on the portion you retain for your records.
6. This area will indicate whether your account is on our Ready Check program.
7. Your account number.
8. Address at which you receive service. It may differ from your mailing address.
9. Previous payment made.
10. Name, address, and phone number of the Otter Tail Power Company office serving your account.
11. Indicates type of service by meter. Rate schedules can be viewed on our website or obtained from Customer Service.
12. Service dates of this billing.
13. The difference between last month's reading (previous) and this month's reading (present) is the number of kilowatt-hours (kwh) used.
14. The Energy Adjustment 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.
15. The Resource Adjustment reflects eight costs:
  1. **The Conservation Improvement Program (CIP) surcharge** represents our investment in energy-efficiency programs that help our customers save energy.
  2. **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.
  3. **The Environmental Cost Recovery Rider** allows our company to recover costs that we incur to meet new state or federal environmental quality requirements for our electric generating facilities.

declare an emergency status and order our company to continue service for a period not to exceed 30 days. (MN PUC Rule 7820.2900 Utility Waiver of Right to Disconnect Service and Emergency Status of the Customer)

Unless the customer pays all current bills when due, we're not obligated to suspend disconnecting service while the Commission reviews the filing. Subsequent filings pertaining to the same account will not relieve the customer from the obligation to pay for service rendered after the first filing. If subsequent requests for review are filed while the first review is pending, all designated disputed payments or portions thereof made after the first filing shall be considered to be made into escrow. (MN PUC Rule 7820.3000 No Obligation to Suspend Discontinuance of Service Unless Current Bills Paid)

## The Minnesota Cold Weather Rule

Some customers find it hard to pay their heating bills in the winter. The State of Minnesota set up the Cold Weather Rule to protect residential customers from disconnection if they cannot pay their bills in full.

This protection lasts from October 1 through April 30. You may qualify for this protection if you meet both of the following conditions:

1. The disconnections would affect your main heating source.
2. You and our company agree to a payment plan.

**If you receive energy assistance, you're eligible for Cold Weather Rule protection.**

## Avoiding disconnection

If you receive a notice of proposed disconnection this winter, you must call us at 800-257-4044 or 218-739-8877 immediately to apply for Cold Weather Rule protection and set up a payment plan.

Your service will be subject to disconnection without further notice if you do not make the agreed upon payments. If you cannot keep your original payment plan, call us immediately and make a new payment plan to avoid disconnection.

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- 4. **The Renewable Resource Adjustment** allows our company to recover costs previously offset by production tax credits associated with our renewable energy facilities.
- 5. **The Energy-Intensive, Trade-Exposed (EITE) Surcharge Rate** applies to customers who do not qualify for the EITE rate. Minnesota's energy policy supports lower electric rates for energy-intensive, trade-exposed customers.
- 6. **The Revenue Decoupling Mechanism (RDP) Rider** supports customer adoption of Distributed Energy Resources and works in conjunction with CIP by neutralizing the impact of reduced sales due to promotion of energy conservation efforts.

- 7. **The Electric Utility Infrastructure Cost (EUIC) Recovery Rider** allows our company to recover costs incurred for advanced metering infrastructure and a new outage management system.
- 8. **The Uplift Program Rider** allows our company to recover the costs associated with a low-income affordability program for residential customers that qualify for the Low-Income Home Energy Assistance Program (LIHEAP).

16. State or local taxes.


01 0 0000 3 708 000001



Check for mailing address change (see reverse side)

21824281 6 000021000 19

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



Stock purch via Ready Check: \$30.00

Reach Out For Warmth Donation \$ \_\_\_\_\_

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

01

Due Date: **Sep 21, 2022**


Amount Due: **\$210.00**

This is a Ready Check account. The amount paid by your bank this month was \$240.00 including stock purchase.

Your payment is recorded upon receipt. Please allow sufficient mailing time. COPY-DO NOT PAY 21824281-6 \$210.00 EMP

**1**

**2**



**3**

**4**

**6**

**Status of Your Account**


Account Number: **21824281**

**MARY CUSTOMER**

1234 ELM ST E  
ANYTOWN, MN 56537

Billing Date: Aug 26, 2022

If payment is not credited to your account by Sep 26, 2022, and your account balance is more than \$10.00, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.



**5**

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](http://www.otpc.com)

**7**

Previous Payment: 240.00  
07/24/2022

Current EMP: 210.00

**9**

Amount Due: **\$210.00**

**Even Monthly Payment Status**

Current EMP payment due: 210.00  
Credit balance interest: .01 CR  
Your month 7 EMP Balance after payment: 50.02 Credit

**Account Detail**

<b>01. Residential Serv Summ</b>	<b>02. Water Heating Cntrl Summ</b>	<b>03. Other Charges/Credits</b>
P 08/22/22 Reading 34071	P 08/22/22 Reading 48171	Resource Adjustment 11.61
07/21/22 Reading 33204	07/21/22 Reading 48016	Sales Tax 8.72
Kilowatt Hours Used 867	Kilowatt Hours Used 155	
Customer Charge (10.75 x 12/365) x 32 11.31	Customer Charge (5.75 x 12/365) x 32 6.05	
867 kWh at .08194 71.04	155 kWh at .03084 4.78	
Energy Adjustment 867 kWh at .02190 18.99	Energy Adjustment 155 kWh at .01974 3.06	
<b>Total:(01) 101.34</b>	<b>Total:(02) 13.89</b>	<b>Total:(03) 20.33</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.	*P Indicates Prorated Billing	<b>Current Billing: 135.56</b>

More account information on back.

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## Reconnection

If your power has been disconnected and Cold Weather Rules are in effect, you can have your power reconnected by calling us at 800-257-4044 or 218-739-8877 during regular business hours to set up a payment plan. After reconnection if you cannot keep your original payment plan, call us immediately and make a new payment plan to avoid disconnection.

## Proposed disconnection

If you receive a Notice of Proposed Disconnection, you also will receive the following:

1. Information about your rights and responsibilities.
2. Information about ways to reduce energy use.
3. A list of agencies that help pay utility bills.
4. A list of weatherization providers.

## Cold Weather Rule payment plan

If you've received a Notice of Proposed Disconnection you might qualify for a payment plan.

Please see the Minnesota Cold Weather Rule brochure for complete details on steps to take if you cannot pay your electric bill or your electric service is disconnected.

Customers who expect difficulty paying higher winter electric service statements should contact us well before cold weather begins. It's better to work out a mutually acceptable payment plan if we discuss the matter before any electric service statement is overdue.

We may be able to inform customers of possible financial assistance available to help pay high heating bills. Our intention under the Cold Weather Rule, as in all matters of financial difficulty, is to continue service if we have some assurance of payment.

Customers who merely ignore past-due notices and haven't requested a payment plan may be disconnected.

## Payment plan

You have the right to a payment plan during cold-weather months. This payment plan must be agreeable to you and to our company.

If your household income is:

- At or below 50 percent of the state median income, you're not required to pay more than 10 percent of your monthly household income.
- More than 50 percent of the state median income, you may make a payment plan with us.

Most Cold Weather Rule payment plans last until April 30 unless you make other arrangements with us. Your service could be disconnected if you have a past-due balance on April 30 and do not make and keep a new payment plan.

If we cannot agree on a payment plan with you, you have ten days to appeal to the Minnesota Public Utilities Commission (PUC). The PUC will help you set up a payment plan, and your service will stay on during the appeal process.

If we agree on a payment plan together and you continue to make your payments, we will not disconnect your service.

You may qualify for our Even Monthly Payment (EMP) plan that averages your billing over 12 months.

## Third-party notice

We offer all customers the opportunity to have a third party notified if their electric service is about to be discontinued. This program can be especially helpful for the ill, senior citizens, those who live alone, and customers who do not read English. The purpose of this program is to notify a third party, as well as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church, or community agency. The third party receives copies of all disconnection notices we mail to the customer but is NOT required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with us on the customer's behalf. This helps avoid the hardship that would result from disconnecting the customer's service.

If you want to name a third party, please fill out the Third-Party Notice form and return it to us.

## Medically necessary equipment protection

To qualify for medically necessary equipment protection a residential customer must meet certain criteria.

If a customer who qualifies for medically necessary equipment protection makes the required monthly payments, we cannot disconnect that customer's electrical service.