

# Customer Connection



Energy news for our customers

Vol. 31 No. 6 | December 2023

## We shine brighter together



During the holidays, it may seem like a swirling, twirling time of lengthy to-do lists. From baking holiday treats and clearing snowy sidewalks to wrapping presents and attending gatherings—it can sometimes feel a bit overwhelming.

Here's a reminder to take a moment for yourself. Pause. Breathe. Be still. Reflect. And be grateful for what means the most to you.

As 2023 comes to a close, let the people in your life know exactly how much they mean to you. Pick up the phone and make a call or send a text, drop a card in the mail, or share a gift or gesture to show your appreciation.

**Because we shine brighter together.**

Wishing you light, warmth, and holiday joy this season.



For a special holiday story, check out our latest video at [otpc.com/TheStar](https://otpc.com/TheStar).

### WE ASKED. YOU RESPONDED!

In our August issue we asked for your input on Customer Connection. Thanks to over 300 customers who took time to complete and return the survey! Your feedback helps us

put together a newsletter with content you want to read. We'll continue to use your input as we work on upcoming editions. Of those who responded, 96 percent read every issue or most issues, and your favorite sections are the recipes, energy-saving tips, and human-interest stories.

#### Congratulations!

These five randomly selected survey participants each received a prize.

- Linda M., Milbank, South Dakota
- Norma P., Dawson, Minnesota
- Eric L., Edgeley, North Dakota
- Joan P., Turtle Lake, North Dakota
- Walter D., Frazee, Minnesota



### Learn about your electricity

Visit [otpc.com/YourElectricity](https://otpc.com/YourElectricity) for information about how we calculate rates, where electricity comes from, and ways to reduce your electricity use!





## Monitor and report outages online

It's easy to catch the winter blues, especially if the weather affects your power. If your power goes out, our crews work hard to restore your service as safely and quickly as they can.

Visit [otpc.com/outages](http://otpc.com/outages) for a map with near real-time outage information and updates, including tips for what to do during an outage.

If your outage isn't listed on the map, you can now report it online or call us at 800-257-4044 or 218-739-8877.

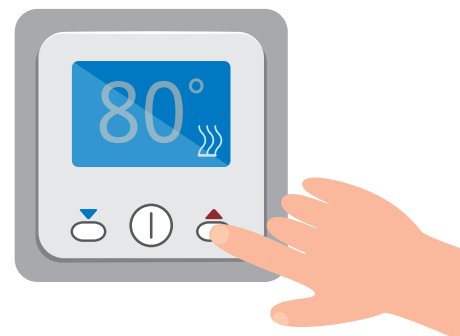
## Power up safely

Generators can help power your lights, appliances, furnace, and home systems during an outage. But they can also be dangerous if not properly handled. It's important to follow manufacturer safety instructions. Although not always a fun or quick read, a manual provides what you need to know to power up safely.

Be sure to review your generator manual and remain aware of potential hazards, such as these:

- **Electrical shock or electrocution.** Never try to plug your generator into a wall outlet to power your home, business, cabin, etc. This is EXTREMELY DANGEROUS to you and could electrocute utility workers working on power lines. It also could overload your electrical wiring and create a fire hazard.
- **Carbon monoxide poisoning.** Never use a generator in an enclosed or partially enclosed space—or near an open window through which you may impact neighboring facilities. Poorly placed generators without adequate ventilation can lead to carbon-monoxide poisoning and even death. If you start to feel sick, dizzy, or weak, get to fresh air immediately.
- **Fire.** Turn off your generator and let it cool down before refueling to prevent spilled fuel from igniting on hot engine parts.

Find other safety tips at [otpc.com/safety](http://otpc.com/safety).



## Energy myths debunked!

**Myth: The best way to heat your home is to crank your thermostat up so it heats faster.**

Setting your thermostat above your desired temperature in hopes that your home will warm up quicker can cost you more money—without actually speeding up the heating process.

By setting the temperature to 80° F, your system will have to put in more work and run longer to hit that temperature, costing you more money to heat your home. To avoid paying more, don't set your thermostat beyond your truly desired temperature.

If your home takes a long time to heat, you might need to schedule some routine maintenance on your systems. The costs associated with a quick checkup or small repair will maximize your energy efficiency and save you money on monthly utilities in the long run.

## Customers' cookery



### SOMETHING SAVORY...

#### Slow cooker turkey breast



Ingredients:

- 1 turkey breast (7 to 9 pounds), thawed
- Olive oil
- 1 package dry onion soup mix

#### Directions:

Pat turkey breast dry with paper towels and place in slow cooker. Coat with olive oil. Sprinkle dry onion soup mix and rub in lightly. Cook on low for approximately 8 hours. Drippings make a very good gravy base!

Submitted by Katherine Cole, Frazee, MN

### ...AND SOMETHING SWEET

#### Spiced cranberry ring



Ingredients:

- 2 packages raspberry Jell-O
- ¼ teaspoon salt
- ¼ teaspoon cinnamon
- 2 cups hot water
- 2 cans whole cranberry sauce
- 2 tablespoons orange zest
- 1 cup diced oranges
- 1 cup diced apples

#### Directions:

Dissolve Jell-O, salt, and cinnamon in hot water. Add cranberry sauce and orange zest. Chill the mixture until thickened. Fold in oranges and apples.

Submitted by Mary Schieffer, Jamestown, ND

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If we use your recipe, we'll send you a gift of thanks.

Please recycle

