

- b. The customer may be present or have a representative present during the meter test.
- c. We'll give our report to the customer within one week. The report outlines test results and provides relevant metering information.

Meter reading and estimates

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

Additional information

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

Deposits

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

Rather than a cash deposit, we may accept a written guarantee of payment from another source. The guarantee agreement automatically ends when the first of the following occurs: (a) the customer gives our company notice of service discontinuance, (b) the customer gives our company notice of a change in location covered by the guarantee agreement,

or (c) 30 days after a written request from the guarantor to terminate the guarantee agreement. We won't terminate a guarantee agreement without the customer first having made satisfactory settlement for any balance owed. Upon termination of a guarantee agreement, we may require a new guarantee agreement or deposit.

Service relock charge

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

Reconnection policy

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

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

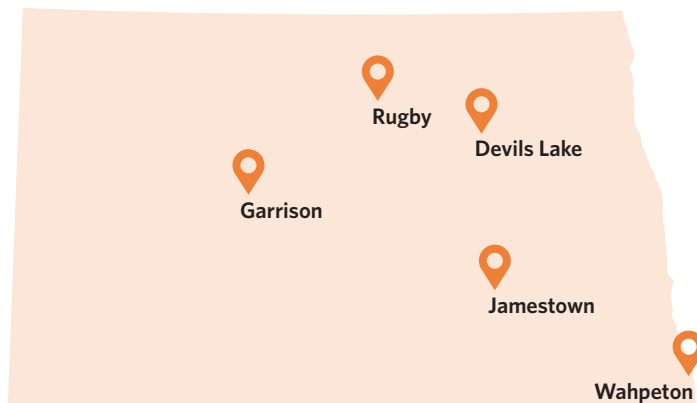
When we disconnect service for nonpayment, the following reconnection conditions apply:

- The customer must make a payment toward the electric service bill, including late-payment charges.
- The customer must pay a reconnection charge of \$15, plus additional direct labor charges for overtime if we made the reconnection outside of regular working hours.
- The customer may need to pay a deposit or an increase to an existing deposit.

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

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

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



Contact us

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

Outage and emergency service

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

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

Find near real-time outage information, updates, and a map at otpc.com/outages.

Billing and account information

Service connection

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

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

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

Ways to pay

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

Programs to help manage and pay your bill

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

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

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.

Payment assistance

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

Scam awareness

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

Late payment

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

The maximum late payment charge is subject to a 1.5 percent monthly (18 percent annually) late payment charge or \$1, whichever is greater. We'll provide a notice of possible late payment charges on a customer's electric service statement after one missed payment and address a late payment charge during the next billing period. We'll credit all payments against the customer's oldest outstanding account balance before applying any late payment charge.

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

Disconnection

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

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

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

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

Some examples of disconnections with notice include:

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

Some examples of disconnections without notice include:

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

Energy use

Your electric meter

We use electric meters to measure the electricity consumption delivered to a home or building. Our meter-testing program exceeds governmental standards to help ensure continuous accurate measurement of electrical use. And we periodically test our meters. In addition to the computer-directed testing program, any customer may request a special meter test. The following rules govern special meter tests:

- 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.)

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.

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	53.00

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.

1 Stock Purchase Plan amount \$ _____
2 Energy Share Donation \$ _____

1234567 8 000025600 15

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**

3 MARY CUSTOMER
4 123 ANYWHERE ST
5 ANY TOWN, ND 12345-6789

1234567-8 \$256.00 EMP

Status of Your Account

6 Account Number: 1234567
7 MARY CUSTOMER
8 123 ANYWHERE ST
9 ANY TOWN, ND 12345-6789
8 Billing Date: Feb 13, 2023

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

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.otpco.com

Even Monthly Payment Status

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

Account Detail (1234567)

01. Residential Serv Winter		
EP 02/08/23 Reading	74240	
01/13/23 Reading	72125	
Kilowatt Hours Used	2115	14
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	15
Fuel and Purchased Power 2115 kWh at .02543	53.78	16
Total:(01)	189.14	

02. Other Charges/Credits		
Transmission Rider	12.16	17
Adv Meter & Dist Tech	3.66	20
Renewable Rider	9.62	18
Generation Rider	4.04	19
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.