

Customer Connection



Energy news for our customers

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It's now easier—and faster—to report an outage!

We've been working on improvements that make it easier for you to report outages and find outage-related information.

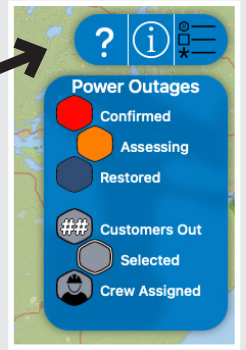
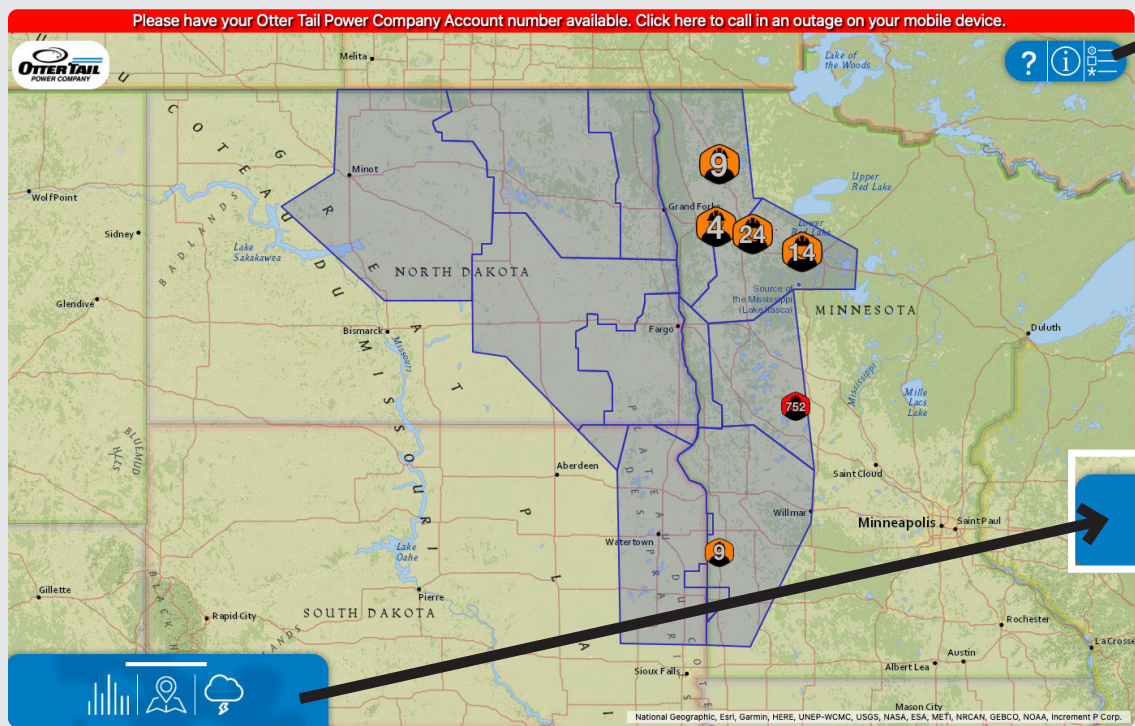
When you call from a phone number associated with your account, our updated system quickly matches you to your account(s) and prompts you to report an outage. You can also request a callback and we'll call to confirm that your power has been restored.

If you're calling from a number that isn't associated with your electric account(s), be sure to have your account number handy as you'll need it to report your outage.

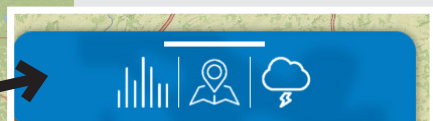
You can find your account number on any of your bills or within the My Account section of our website. Can't find your account number? We'll automatically direct you to our Customer Service team. We're happy to help!

To report an outage, call us at 800-257-4044 or 218-739-8877.

We've updated our outage map

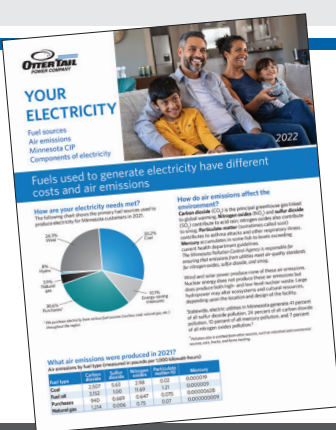


Learn more about the icons and color-coding in the key.



Visit the dashboard or click an icon on the map for detailed outage information.

For near real-time information and updates, visit otpc.com/outages.



Learn about your electricity

Many people don't know a lot about electricity, even though it's an essential part of everyday life. Our *Your electricity* brochure offers useful information about where electricity comes from, how we calculate rates, and ways to reduce your electricity use.

Find the brochure at otpc.com/YourElectricity.

Join our team!

Otter Tail Power Company employees help support our communities by providing reliable, cost-effective, and environmentally responsible electricity.

We're seeking talented people who want to be a part of improving the quality of life in the communities we serve.

You'll find our current open positions at otpc.com/careers. Don't see something that aligns with your passion or skillset? Check back often as our industry is full of innovation and growth!



Stay alert to scams

Scammers are persistent, but you can help protect yourself and others by being aware. If you receive suspicious contact—especially requiring urgent payment or encouraging payment in a way that's not typical—ignore it and call us directly at 800-257-4044.

Stay alert and learn more at otpc.com/StopScams.

Helping you budget better

Electric use changes with the seasons—but your bill doesn't have to. With our Even Monthly Payment (EMP) plan, we average your electric bills from the past 12 months to project your monthly payments for the next year. So no matter the weather, you'll pay the same amount each month.

Enroll today at otpc.com/TryEMP.

EMPLOYEE PROFILE

Julie Brenden Graphic Designer

As a member of our Print & Mail Services department, Julie helps design communications such as bill inserts, newsletters, logos, reports, and other projects for the company and the department's external customers. She appreciates the challenge of balancing design elements with text to create a strategic communication piece. Outside the office, Julie enjoys reading, gardening, baking, and any activity that gives her the chance to spend time with her husband and their five kids and their partners.



Customers, meet Julie!



Customers' cookery



Strawberry Cake

- 1 box of white cake mix
- 3 oz. package strawberry Jell-O
- 10 oz. package of frozen strawberries (thawed)
- 2/3 cup of oil
- 3 eggs
- 2 tablespoons flour
- ½ cup water

DIRECTIONS: In a bowl, mix all ingredients in order listed. Place in a greased 9x13 pan. Bake at 350 for 35 minutes. Optional: Spread with strawberry icing and serve.

Submitted by Verna Schlimme, Clinton, MN

Customer Connection
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800-257-4044 or 218-739-8877

Send your favorite recipe to communications@otpc.com or to the above address.

If we use your recipe, we'll send you a gift to thank you.

Please recycle

