

We offer simple, secure choices to make bill payment convenient

Paying bills is never fun, but the good news is we've got options to help simplify how you pay your electric bill. With ePay, our electronic billing option, you can schedule payments or set up automatic payments for FREE when you go paperless and pay through your checking or savings account. With EZ-PAY (previously known as Anytime Payment), you can use your credit card, debit card, or bank account to make payments without enrolling in paperless billing. KUBRA, our vendor, charges a small fee.



The differences between ePay and EZ-PAY

ePay

Electronic billing and payments

- ✓ FREE
- ✓ Access billing online—anytime
- ✓ Schedule payments or set up automatic payments
- ✓ Pay with your bank account
- ✓ Use ePay with EMP budget billing
- ✓ Receive emails or text alerts



EZ-PAY

No enrollment needed to make a payment online or by phone

- ✓ \$2.25 processing fee per transaction charged by KUBRA
- ✓ Up to \$700 per transaction
- ✓ Use your credit card, debit card, or bank account
- ✓ Pay today
- ✓ Use EZ-PAY with EMP budget billing



Questions? Learn more at otpc.com/PaymentOptions or call us at **800-257-4044** or **218-739-8877**.

Scam alert!

Be aware of scams that involve criminals posing as Otter Tail Power Company employees—either in person, on the phone, or online.

Scam warning signs

We'll never call or email demanding immediate payment via cash or reloadable debit cards while falsely threatening to disconnect your electric service. If you receive a suspicious phone call or email, watch for these red flags:

- The email makes no mention of Otter Tail Power Company but contains a link to view your bill.
- The caller (or email message) says you need to pay your bill right away to avoid disconnection.
- The bill date, account number, or account balance is incorrect.



What to do

- Don't click on any links or reply to the suspicious email.
- Never share Social Security Numbers, financial/banking information, or personal information if you didn't initiate the call or weren't expecting the call.
- If you can't verify the identity of the caller, hang up and call us at **800-257-4044** or **218-739-8877**.
- Report illegal activity to local law enforcement and to the Federal Trade Commission at **877-FTC-HELP**.

Connect with us



[Facebook.com/OtterTailPowerCo](https://www.facebook.com/OtterTailPowerCo)



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[Linkedin.com/company/Otter-Tail-Power-Company](https://www.linkedin.com/company/Otter-Tail-Power-Company)

Save money with off-peak energy

When you participate in our off-peak programs, you help us control energy when demand is high—and you'll get your energy at a lower rate. Use our off-peak programs for air conditioners, dual fuel systems, heat pumps, thermal storage systems, and water heaters.

Residential Demand Control, a rate that's about 25 percent lower than our standard electricity rate, typically saves our customers around \$300 a year on energy costs! This is a good option if you use electricity for all or part of your home-heating needs or if you typically have higher-than-average electricity use, because we apply this discounted rate to all the energy you use in your home.

You can find out more about these options and other ways to save at otpc.com. Or call us at **800-257-4044** to enroll.



Learn what it costs to run your appliances

Check out our appliance energy-use chart to learn just how much your appliances contribute to your electric bill. We provide average operating cost examples for many typical home appliances including air conditioners, lights, dehumidifiers, fans, toasters, and TVs.

You can calculate the cost to operate any appliance by using this formula:

$$\begin{aligned} &\text{Appliance wattage} \div 1,000 \\ &\times \text{hours the appliance is used} \\ &\times \text{price per kilowatt-hour of electricity} \\ &= \text{cost of operation} \end{aligned}$$

Learn more at otpc.com/ApplianceUse.



EMPLOYEE PROFILE

Blaine Hansel

GIS Technician III,
Metering & Construction Services



Our Geographic Information System (GIS) team develops and maintains tools, applications, and maps that help us integrate data. This valuable information helps our

decision-making processes on large projects. Blaine recently developed a line inspection tool that allows field employees to complete on their mobile devices work that previously required pen and paper. He's an avid runner and hunter, and lives with his wife and two young boys outside Ashby, Minnesota.

Customers, meet Blaine!

Update your winter safety kit

Winter can mean bitter storms. Make sure you've checked your winter safety kit and updated it to include:

- A flashlight and extra batteries.
- Drinking water and food that won't spoil.
- A first aid kit and medicines.
- A battery-powered radio to receive emergency information.

During a winter storm, stay inside. Keep your body replenished with fluids to prevent dehydration, and wear layers of loose-fitting, warm clothing. Staying safe starts with a plan. Take time today to make sure you're prepared for severe weather.



Cookies and hot chocolate A tasty winter treat!

White sugar cookies

1 cup butter	4 ½ cups flour
1 cup oil	1 tsp cream of tartar
1 cup sugar	¼ tsp salt
1 cup pwd sugar	1 tsp baking soda
2 eggs	1 ½ tsp vanilla

Combine ingredients, then roll into balls. Flatten with the bottom of a glass dipped in sugar. Bake at 350 degrees for 10 minutes.

Submitted by Sharon Hanson, McIntosh, MN

Hot chocolate mix

1 8-quart box powdered milk
1 16-ounce package Nestle Nesquik chocolate mix
1 teaspoon salt
1 6-ounce package Coffee-mate (for a thicker drink)

Mix ingredients well. Use 1/4 to 1/3 cup mix with 8 ounces hot water.

Submitted by Betty Emerson, Hallock, MN

Customer Connection
Otter Tail Power Company
PO Box 496
Fergus Falls, MN 56538-0496
www.otpc.com
800-257-4044 or 218-739-8877

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

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

Please recycle

