

Check out our new sustainability website



Our new sustainability website, otpsustainability.com, is live! This interactive and mobile-friendly site is a one-stop shop for the whats, whens, and whys driving our company's sustainability. It supplements otpc.com.

The purpose of sustainability reporting is to illustrate our commitment to the environment, economy, and communities we serve and our governance practices.

"Every day we work to ensure we can continue to supply an essential service," said President Tim Rogelstad. "It's important that our customers, communities, and investors understand all that goes into that—from our planning process for generation resources 5, 10, even 15 years from now to the many ways our company and our employees are active in communities and passionate about improving the places they call home."

One segment of the website highlights our commitment to low-cost, reliable, and increasingly clean generation resources. "We project that by 2022 we'll provide 30 percent of our energy from renewable resources and our carbon emissions will be at least 30 percent below 2005 levels—all

while keeping our average residential rates nearly 30 percent below the national average," said Rogelstad.

The site is divided into six main categories: Energy & Technology, Environment, Community, Economy, About Us, and For Investors.

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- President Tim Rogelstad

"Sustainability is embedded in our work—particularly our commitment to strong corporate citizenship," said Public Relations Director Stephanie Hoff. "The success of our communities means the success of our company. That's our passion and what drives us."

Tips for buying and using portable electric space heaters

Many people use portable heaters to add warmth to select areas in their homes rather than increase thermostat settings. Follow these tips for buying and using portable electric space heaters efficiently and safely.

- **All electric space heaters operate at 100 percent efficiency.** Because they convert all the electricity they use to heat, they all are equally efficient. Portable heaters of equal wattage will cost the same to operate whether the unit is \$20 or \$200. To best manage your costs, operate the lowest total wattage possible to keep you comfortable.
- **Select a portable electric heater that has a thermostat so it doesn't run all the time.** Even with this feature, it's not safe to leave a portable heater running when no one is monitoring it.

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...space heaters (continued)

■ **Don't overload your electrical wiring** and create a fire-safety issue.

- Signs of an overloaded circuit include blown fuses or tripped circuit breakers.
- If the outlet or the wall surrounding it becomes warm after the heater has operated for a while, the wiring is overloaded. Discontinue using that outlet for your heater or consider a lower-wattage heater.

■ **Only use portable electric heaters that automatically shut off if tipped over.** Also, consider your need for a protective casing over the heating element to avoid the potential for burns. This is particularly important if you have small children or pets.

■ **Keep portable electric space heaters away from flammable materials** such as curtains, bedding, and newspapers.

■ **Never use a portable electric space heater or any electrical appliance near wet areas** such as bathtubs and sinks.

■ **Avoid using an extension cord.** If you must use one, be sure it has at least 12-gauge wire.

If you have questions about energy conservation or about how an electric space heater might affect your electric service bill, call our Idea Center at 800-493-3299.

EMPLOYEE PROFILE

Tammy Bolstad
Market Planning Program and Systems Specialist



As part of our Market Planning team, Tammy maintains the system we use to track and process customer rebates. She also researches, recommends, and implements customer experience improvements. Tammy enjoys helping in the 3- and 4-year-old Sunday School room at Bethlehem Lutheran Church in Fergus Falls. She and her husband Todd have two grown children.

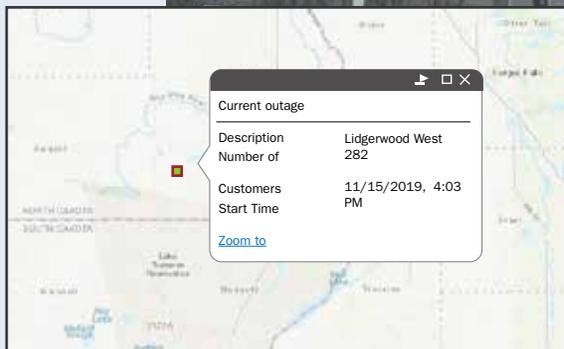
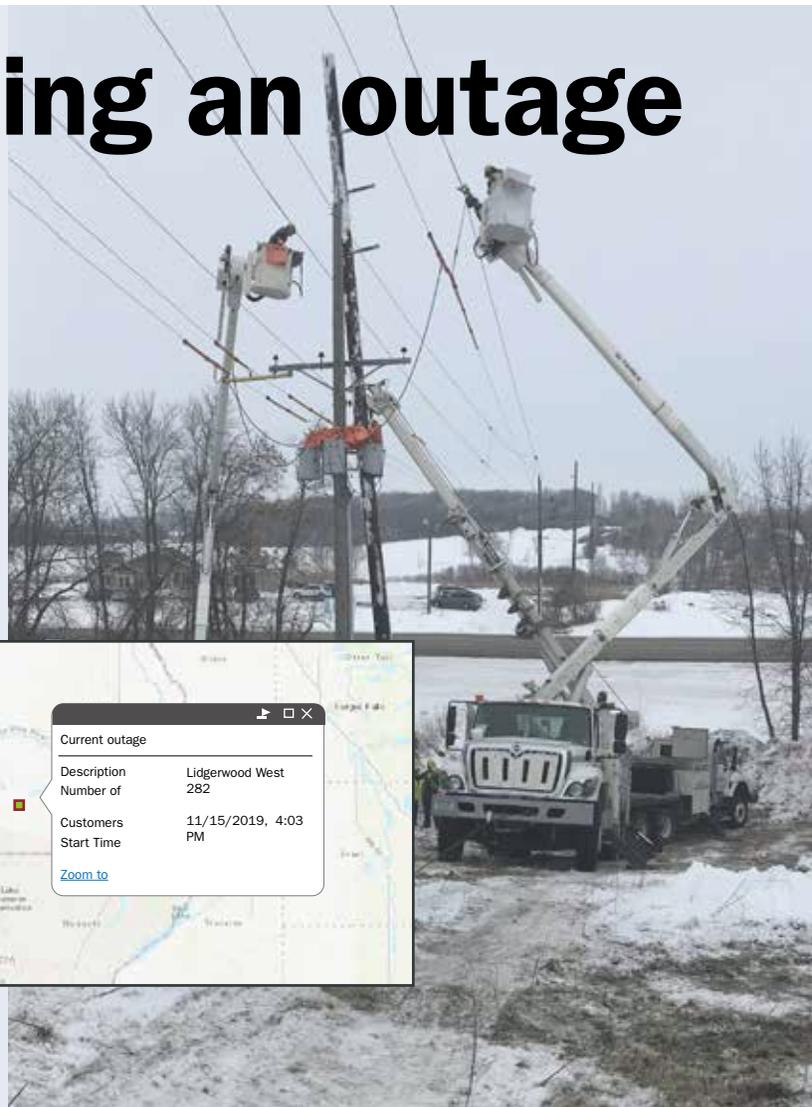
Customers, meet Tammy!

What to do during an outage

If your power goes out:

- **Check your service panel.** Make sure you haven't blown a fuse or tripped a circuit breaker.
- **Visit our outages page.** Visit otpc.com/outages for outage information and an outage map. Below the map, we'll provide updates on current and planned outages.
- **Call us.** If you're experiencing an outage that's not listed on our map, give us a call at 800-257-4044 or 218-739-8877. Your call could help us pinpoint the issue. During major outages, our phone system can become overwhelmed with the quantity of calls. Please try calling us again in a few minutes if you experience a busy signal or get disconnected! We want to hear from you and are doing our best to receive your call.
- **Turn off or unplug appliances.** This will help avoid possible damage when power is restored.

During an outage, our priority is to safely and efficiently restore power.



Customers' cookery

Baked pork chops

- 6 to 8 center-cut pork chops, 1 inch thick
- 1 (10 ¾-ounces) can cream of celery soup
- 1 can French-fried onions

Spray a 9" x 13" pan with cooking spray. Place chops in single layer in pan. Cover pork chops with undiluted soup then sprinkle with onion rings. Bake uncovered at 350°F for one and a half hours.

Add baked potatoes to the oven at the same time for a wonderful meal.

Submitted by Shirley Saum, Canby, Minnesota.



Customer Connection
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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