

# A message from our President about our COVID-19 response

The health and safety of our employees and communities is our top priority—while we continue to maintain reliable electric service in our region.



We're customizing and regularly updating our preparedness plans to address needs specific to this pandemic, based on guidance from the Centers for Disease Control and Prevention, the World Health Organization, and local agencies.

As always, we're working with our customers to individually address specific needs or requests, and we're temporarily suspending disconnects and late-payment fees for our customers who might be facing financial hardships during this pandemic. If you're unable to pay your electric bill, or if you have other customer service needs, please call us as soon as you can to discuss possible payment arrangements.

While we all face uncertainties around COVID-19, the health and safety of our employees, customers, and communities continues to be our primary concern. We appreciate your confidence in us as we navigate this pandemic and reliably operate our generating facilities, power lines, and other critical functions needed to produce and deliver electricity.

Stay well,

A handwritten signature in black ink that reads "Tim Rogelstad". The signature is fluid and cursive.

Tim Rogelstad  
President, Otter Tail Power Company

## Customer Service

800-257-4044 or 218-739-8877

[otpc.com](http://otpc.com)

