

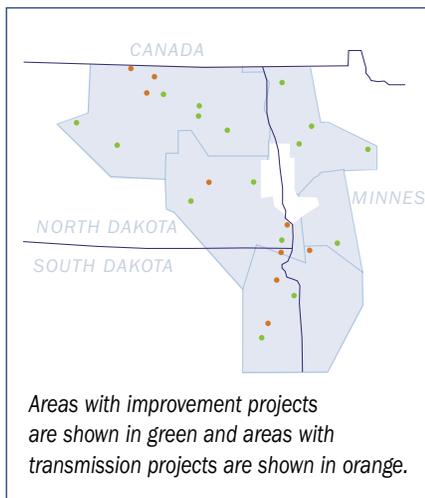
## Keeping you connected

We continue our investments in grid reliability to provide electricity that's affordable and reliable.

"Our commitment to providing low-cost, reliable service throughout our rural area involves a combination of efforts," said System Infrastructure and Reliability Manager Michael Riewer. "We're planning the future of our generation mix, making improvements to our delivery system, and investing in new transmission projects and technology, all to maintain excellent service for every customer."

Investments totaling more than \$300 million over the last decade have focused on innovative and resourceful ways to create a more resilient regional transmission grid. In addition, improvements such as regulator and recloser changeouts as well as pole and underground conductor replacements are critical to maintaining a delivery system to reliably serve you. We've also been proactively repairing substation assets identified as potential concerns. Instead of obtaining new devices, which would have required millions of dollars, our repair shop technicians are making needed repairs to these units to keep the costs our customers pay lower.

Some of our specific improvement projects this year will enhance service in St. Michael, McVile, Wabek/Plaza, and Knox, North Dakota; Revillo, South Dakota; and Garfield and Brooks, Minnesota. We also have significant improvements planned in the areas of Devils Lake, Gackle, Buffalo, Hankinson, Turtle Lake, and Knox, North Dakota; Fertile, Cass Lake, and Donaldson, Minnesota; and Lake Preston, South Dakota.



We are investing in large transmission projects in Rugby, Bottineau, Wahpeton, and Jamestown, and



Rolette, North Dakota; New Effington, Summit, and Lake Norden, South Dakota; and Norcross, Minnesota. These transmission and distribution projects will improve reliability to many customers in surrounding regions.

If there are interruptions in service, we work quickly and safely to restore power. "We're investing in new technology to help with outage restoration, including reviewing new electronic controls to remotely understand substation performance and developing new methods of overall visibility to help get you connected again faster," said Riewer.

You can focus on what matters most, because we're committed to providing the safe, reliable, essential service you need.

Learn more about how we're modernizing our energy grid at [otpsustainability.com](https://otpsustainability.com).

## New electric vehicle charging stations available

Electric transportation is rapidly evolving. We've partnered with local companies to install electric vehicle (EV) charging stations in Bemidji, Crookston, Fergus Falls, and Morris, Minnesota, and Jamestown, North Dakota. Most recently, we installed a 50-kilowatt (kW) EV fast charger as well as two 7-kW Level 2 chargers in downtown Fergus Falls. "Community partnerships made these installations possible," said Market Planning Manager Jason Grenier.

We've requested approval from the Minnesota Public Utilities Commission to continue with the installation of more EV charging stations and are looking into planning similar projects to serve our customers in both North Dakota and South Dakota.





# Harvest season safety

It's harvest season and electrical accidents can crop up unexpectedly. When moving farm machinery, always walk around the entire vehicle and attachments, looking for hazards before making the next move. Watch for power-line wires, guy wires, transformers, and meter sockets—they're extremely hazardous and you need to account for them.

Call us at 800-257-4044 if you've struck any of our facilities. Call 911 if you're not sure which utility to call.

If energized lines are down, stay in your vehicle when possible and warn others to stay away from the area. If you can drive out of harm's way without causing more damage, go ahead. And if you must get out of the vehicle due to an emergency, jump clear of the equipment with both feet together. Don't touch anything and hop with both feet together to get away.

*Stay safe and happy harvest!*

## EMPLOYEE PROFILE



### Michael Riewer

**Manager, System Infrastructure and Reliability**

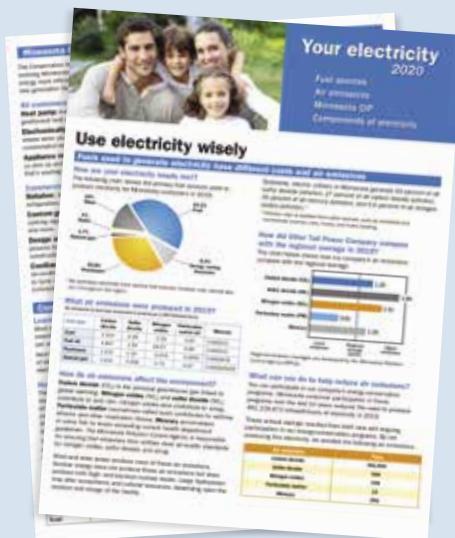
Michael is responsible for overseeing improvements to the reliability and efficiency of our distribution system. He manages the distribution engineering group, reliability analysis, system infrastructure program development, the Geographic Information System (GIS), and construction support teams. Michael lives in Fergus Falls, Minnesota, with his wife, three children, and goldendoodle. He enjoys spending time with his family, relaxing at the lake, refereeing high school football, and hunting.

*Customers, meet Michael!*

# Learn about your electricity

Many people don't know a lot about electricity, even though it's an essential part of everyday life. The *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](http://otpc.com/YourElectricity).



## The benefits of a smart thermostat

There's a reason they call it smart! Using a smart thermostat lets you automatically control your home's heating and air conditioning from any device that's connected to the Internet, like your smartphone or tablet. It will learn your home energy use preferences over time, make automatic adjustments, and set a schedule to control your home's temperature to help you save energy and money.

## Customers' cookery

### Easy split pea soup

- 1 pound split peas
- 1 medium onion, diced
- 1 large potato, peeled and cubed
- 1 large carrot, peeled and cubed
- 2 celery ribs, diced
- 1 cup cooked ham (and ham bone, if available)
- 2 tablespoons chicken-flavored bouillon granules
- 8 cups water (or chicken broth for more flavorful soup).
- Add more liquid as needed.

Wash and sort peas (no need to soak). Combine all ingredients in a slow cooker and let simmer until peas are mushy (3-4 hours), stirring occasionally.

*Submitted by Regina Nistler, Devils Lake, North Dakota*



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800-257-4044 or 218-739-8877

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

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