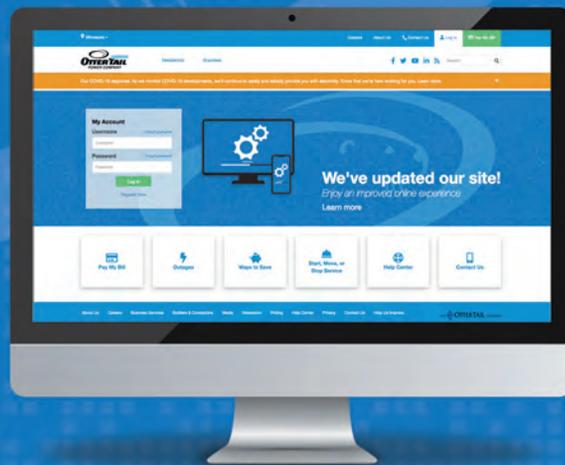


## We've updated our website to better meet your needs

*Homepage redesign and new My Account page offer improved experience*



We've made exciting changes to [otpc.com](http://otpc.com)! "Improving your online experience is just one of many projects we've been working on to bolster your overall experience with our company," said Market Planning Manager Jason Grenier. "We use your feedback, employee suggestions, and industry research to influence our work."

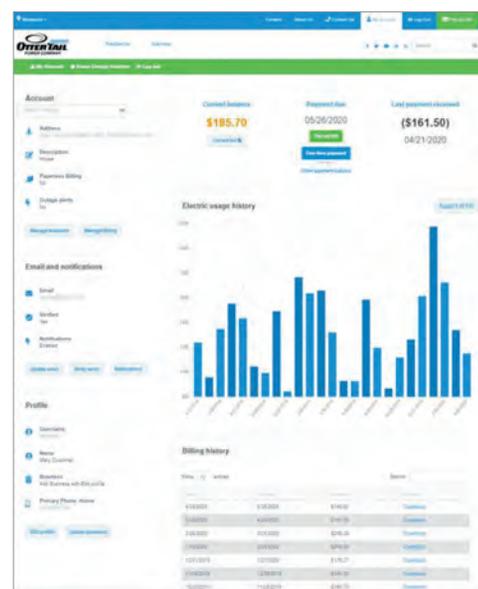
### What's new

For both residential and business customers, we've enhanced our homepage to include an easy-to-see login box, streamlined navigation, and six action-focused tiles to help you find what you're looking to do more quickly.

After you log in, you'll arrive at your new My Account page where you can access billing, payment, and usage information and update your profile—all in one convenient area.

### Thank you for being our customer!

Look for the Help Us Improve survey link in the footer at the bottom of our website to provide feedback about your experience. We'll use your comments to keep making improvements and continue providing you with the best experience possible.



The My Account page gives you one convenient area for your information.

## We're here to help

As an essential service provider, we take our role seriously. Keeping you connected is our primary focus. And we continue doing all we can to assist customers facing financial hardships—especially now.

"We know how much you depend on us and that some may be struggling to pay their electric bills due to the COVID-19 pandemic," said Customer Care and Relations Manager Ron Spangler. "We encourage you to reach out to us if you're having trouble making payments, so we can work together to make a plan."

As always, we've been working to individually address specific needs or requests. And we've been proactively reaching out to customers who are behind on their electric bills to offer next steps and suggest resources for potential support from state and local agencies. Anyone who's concerned about paying their electric bill should call us directly—we're always here to talk about payment options.



We know that this is an uncertain time and we thank you for your confidence in us. As we continue to safely and reliably provide affordable electricity, we appreciate your partnership.

For more information about payment options, visit [otpc.com/PaymentOptions](http://otpc.com/PaymentOptions).

## Stop scams

Be aware of scam warning signs. Scammers persistently are targeting people during the COVID-19 pandemic, so remain especially vigilant to avoid scams. Utility Scam Awareness Week happens in November and it's a good time to take a moment to review tips to protect yourself and others. 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](http://otpc.com/StopScams).

# Home Energy Analyzer

Our Home Energy Analyzer tool is designed to help save you energy and money. It provides a quick, easy, and free snapshot of your energy consumption. It highlights factors that appear to have changed your bill and helps you create a personalized energy-saving plan that fits your lifestyle. Plus, it's accessible from your smartphone or tablet!

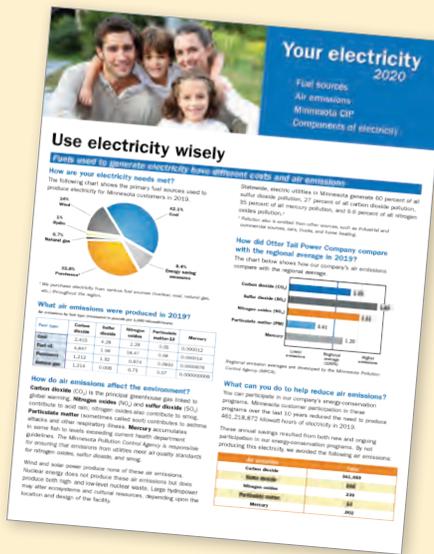
If you already have an online profile at [otpc.com](http://otpc.com), log in and click on the Home Energy Analyzer link in the green bar at the top of your My Account page to access it. If you're new to our website, register an online profile to get started.



## 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).



## Request your 2021 pocket calendar

Our popular pocket calendars are available for 2021. Email [pocketcalendar@otpc.com](mailto:pocketcalendar@otpc.com) to request one. Be sure to include your name, full address, and the number of calendars you'll need (limit five).

Don't have an email address? Complete the form below and return it to:

Pocket Calendars  
Otter Tail Power Company  
PO Box 496  
Fergus Falls, MN 56538-0496



NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP \_\_\_\_\_

NUMBER OF CALENDARS (LIMIT FIVE) \_\_\_\_\_



### EMPLOYEE PROFILE

## Scott Eggum

### Senior Programmer/Analyst

Scott is a member of the Business Solutions team in our Information Technology department where we develop, implement, and support computer applications for our customers and employees.

Scott's primary responsibility involves working with our Market Planning, Customer Service, and Communications departments on website applications. Scott really appreciates the teams he is part of and the collaboration to continuously improve our customer relationships. Outside of work, he enjoys spending time with family and friends, playing pool, motorcycle riding, and bird hunting. Scott and his wife Kim are learning the art of spoiling their first grandchild Wake!

*Customers, meet Scott!*

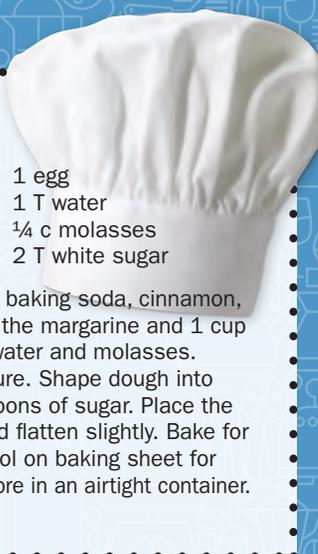
## Customers' cookery

### Big, soft ginger cookies

- |                         |                        |                 |
|-------------------------|------------------------|-----------------|
| 2 ¼ c all-purpose flour | ½ tsp ground cloves    | 1 egg           |
| 2 tsp ground ginger     | ¼ tsp salt             | 1 T water       |
| 1 tsp baking soda       | ¾ c softened margarine | ¼ c molasses    |
| ¾ tsp ground cinnamon   | 1 c white sugar        | 2 T white sugar |

Preheat oven to 350 degrees. Sift together the flour, ginger, baking soda, cinnamon, cloves, and salt. Set aside. In a large bowl, cream together the margarine and 1 cup sugar until light and fluffy. Beat in the egg, then stir in the water and molasses. Gradually stir the sifted ingredients into the molasses mixture. Shape dough into walnut sized balls and roll them in the remaining 2 tablespoons of sugar. Place the cookies 2 inches apart onto an ungreased cookie sheet and flatten slightly. Bake for 8 to 10 minutes in the preheated oven. Allow cookies to cool on baking sheet for 5 minutes before moving to a wire rack to cool completely. Store in an airtight container.

Recipe from [allrecipes.com](http://allrecipes.com)



Customer Connection  
Otter Tail Power Company  
PO Box 496  
Fergus Falls, MN 56538-0496  
[www.otpc.com](http://www.otpc.com)  
800-257-4044 or 218-739-8877

Send your favorite recipe to [kjohnson@otpc.com](mailto:kjohnson@otpc.com) or to the above address.

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

Please recycle

