

Customer Connection



Energy news for our customers

Vol. 32 No. 4 | August 2024

People and power you can count on

Watch our new *People behind the power* video series!

Our dedicated people make us the safe, efficient, and reliable company you’ve come to know. We each play a part in powering your life—day or night, rain or shine. It’s a special responsibility we take to heart.

Take a few minutes, grab a cup of coffee, and check out our latest videos at otpc.com/people.

You’ll see and hear from five employees sharing some of the many things we do to bring you reliable, low-cost power every day.

Regulatory Strategy and Compliance Manager Matt Olsen highlights the importance of finding solutions to keep our electric prices low for you. “We have some of the lowest rates in the nation—and in the states we serve—and that’s not an accident.”

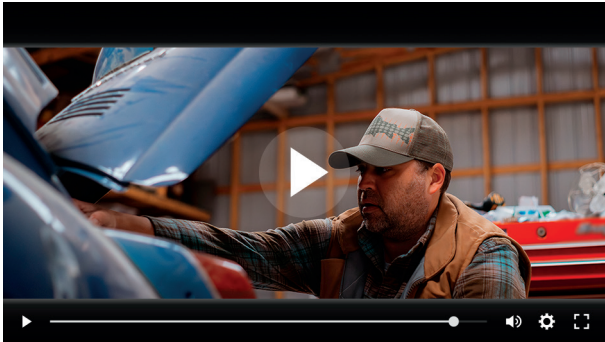
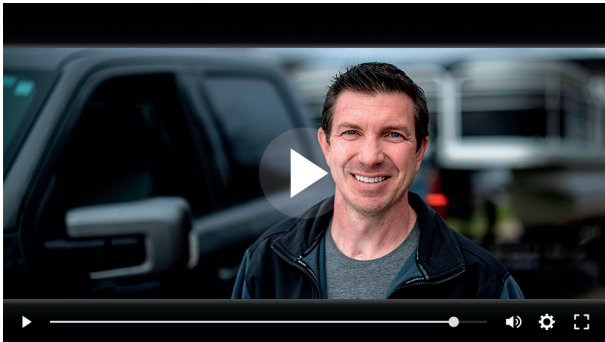
Retail Energy Solutions Manager Jason Grenier explains why we design options to help you successfully optimize your energy use. “We offer programs to help customers use less energy and not worry about energy costs during their busy lives.”

Senior Sourcing Specialist Tammy Klatt talks through our company’s sourcing strategy, which includes purchasing materials and services for projects and day-to-day operations. “Our goal is to get the lowest prices, but the best quality, of goods and services to assist with supplying reliable and low-priced electricity to our customers.”

Transmission Project Development Manager Jason Weiers describes what goes into the permitting of large transmission projects and how that connects to maintaining a reliable energy system. “Keeping energy low cost is focused on living out our mission, impacting people’s lives, and helping our communities thrive.”

Advanced Concepts Manager Derek Tysdal speaks to how new technologies and projects help move us forward and improve efficiencies. “Our approach to keeping rates low aligns with our customers’ and regions’ values—doing what’s right for the customer while improving the way we operate.”

When you need us most, we’ll continue to be here providing the electricity you depend on.





Brighten up your nights

Improve safety and find more enjoyment in your evenings—and early mornings—with security lighting! Choose from several available fixture options offering a range of illumination levels, wattages, and costs.

For a low monthly fee, we'll:

- Install security lighting in your yard or lot.
- Provide electricity to power the light.
- Maintain the light.

To get a security light in your yard or lot, call us at **800-257-4044**.

What to do during an outage

It doesn't happen often, but if the power goes out:

- 1. Check your service panel.** Make sure you haven't blown a fuse or tripped a circuit breaker.
- 2. Report the outage.** Reach out to us 24/7 to let us know if your power is out. This helps our crews find the issue and restore power more quickly.
- 3. Turn off or unplug appliances.** This will help avoid possible damage when power is restored.
- 4. Stay away from downed lines.** Never try to remove a downed power line yourself and stay as far away as possible from downed lines or other electrical hazards.



If you experience an outage, report it online at **otpc.com** or call **800-257-4044** or **218-739-8877**.



Learn about your electricity

Visit **otpc.com/YourElectricity** for information about how we calculate rates, where electricity comes from, and ways you can reduce your electricity use!

Customers' cookery

Harriet's Buster Bar Dessert

INGREDIENTS:

- 1 package OREO™ Cookies
- ½ cup margarine
- ½ gallon vanilla ice cream
- 1 package of Spanish peanuts
- 1 large can condensed milk
- ⅔ cup powdered sugar
- 1 cup chocolate chips
- ½ cup butter
- 1 teaspoon vanilla



DIRECTIONS:

Crush cookies, mix with melted margarine, and put in a 9x13-inch pan. On top put softened ice cream and peanuts, then freeze. Cook the remaining ingredients, excluding the vanilla, for eight minutes. Cool and add vanilla. Pour over top and freeze until solid.

Submitted by Harriet Sanner, Lancaster, MN.

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

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

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