

Customer Connection



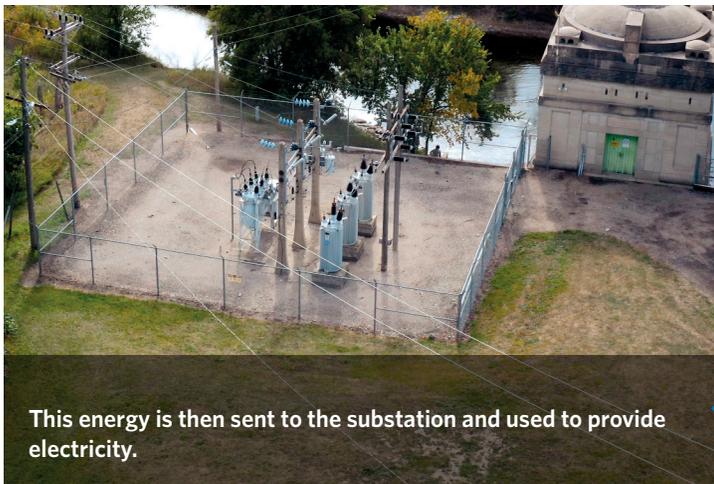
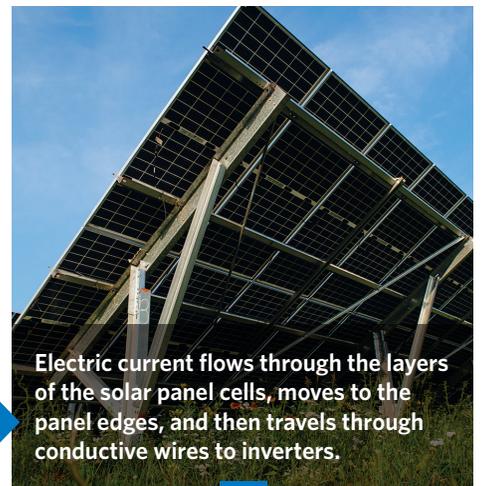
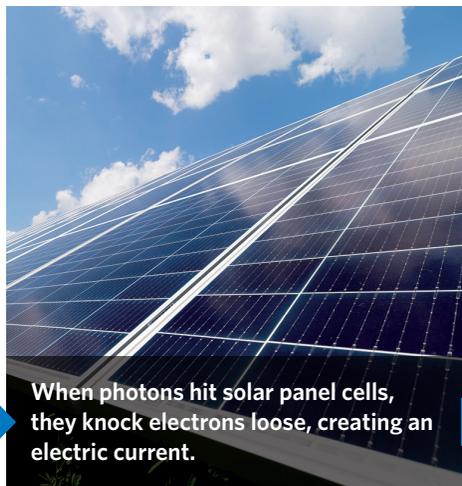
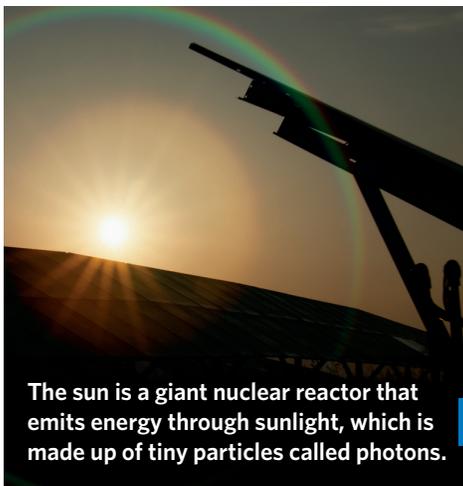
Energy news for our customers

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Understanding solar technology

We create electricity from coal, hydroelectric, natural gas, oil, solar, and wind facilities. While we continue to introduce new energy sources and technologies, our priority remains the same—meeting your needs for reliable, low-cost, environmentally responsible energy. Solar energy is just one part of the mix!

Solar technology harnesses the power of the sun to create electricity. Here's how:



Navigating winter weather

Although there are times in our region when heavy snow cover can temporarily interrupt solar generation, it doesn't last long. Following a night of significant snowfall (more than two inches), snow typically melts off solar panels by mid-morning, causing little disruption to energy generation. We also use some bifacial panels, which absorb light from both the back and front of the panel—so energy generation can continue even if snow covers the front.

As our energy mix continues to grow, so does our solar generation.
Learn more at otpc.com/EnergyGeneration.

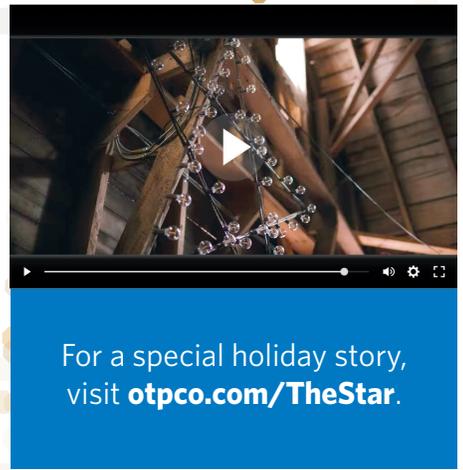


Happy holidays

With 2024 drawing to a close, take a moment to pause and reflect on this year's adventures, challenges, and triumphs. It's often this time of year when we're reminded of the importance of connection, kindness, and being grateful for what matters most.

So, let your loved ones know how much they mean to you. Call, text, send a card, or share a small gift or gesture to show your appreciation. Because we shine brighter together.

Wishing you light, warmth, and joy this holiday season.



For a special holiday story, visit otpc.com/TheStar.

Be prepared for winter storms

When winter storms approach, preparation is crucial. Pack your winter storm kit with:

- Flashlights and extra batteries.
- A battery-powered NOAA Weather Radio and a portable radio.
- Extra food and water.
- Medicine, baby items, and pet supplies.
- First-aid supplies.
- Heating fuel.
- An emergency heating source.
- A fire extinguisher and smoke detector.



With these essentials, you can stay safe and comfortable during a winter storm. Preparation is key to facing any storm confidently. Learn more at otpc.com/SevereWeatherSafety.

Stay efficient and comfortable with insulation



Insulation material, when properly used, can make your home more comfortable and energy efficient—greatly reducing your heating and cooling bills throughout the year.

On average, you can save 15 percent or more on your home's heating and cooling costs by adding insulation and reducing unwanted air leaks around your house. Insulation comes in many different forms including blankets, loose fill, spray foam, and more. Choosing the right insulation depends on your climate and the space to fill.

Visit otpc.com/weatherization for insulation tips, including installation how-to videos.



Learn about your electricity

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

Customers' cookery

Nancy's Christmas Toffee

INGREDIENTS:

- ½ cup butter
- ¾ cup brown sugar
- 1 cup chopped walnuts or pecans
- 1 cup milk chocolate chips



DIRECTIONS:

Butter a 7x11-inch pan and spread chopped walnuts or pecans. Bring butter and brown sugar to a boil for seven minutes, stirring constantly. Immediately spread the toffee mixture in your pan. Pour chocolate chips on top and cover until chips are melted. Spread melted chips evenly, cover with cling film, and refrigerate overnight. Break into pieces to serve.

Submitted by customer Nancy Larson, Cass Lake, 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.