

Customer Connection



Energy news for our customers

Vol. 29 No. 6 | December 2022

Providing power around the clock *Hard work, magic, or a bit of both?*

When you hear the word reliable you may think of someone who plays a steady role in your life, like your spouse, best friend, or furry family member. Perhaps the make of your vehicle comes to mind. Or maybe the brand of cell phone you wouldn't dare switch from. But what about a service like electricity?

Depending on electricity

When Mother Nature swirls by to remind us that we're not invincible, reliable electric service becomes incredibly important. Necessities we often take for granted—charged electronics, working lights, running water, edible food, and heated homes—suddenly become big things. Despite blizzards, ice storms, tornadoes, thunderstorms, and high winds, it's our job to keep your power on.

But reliability is much more than storm repairs.

In a perfect world we'd never have an outage. But that's unrealistic. What is realistic is working to catch issues before they become problems to help prevent outages.

That's where our employees step in and work their magic.

Improving reliability one plan at a time

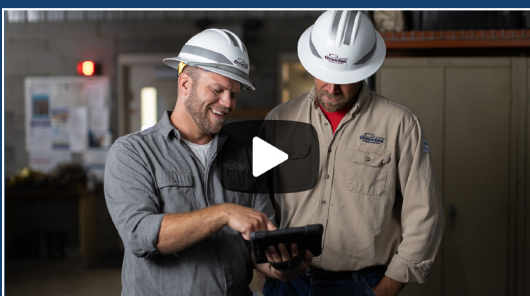
A lot of engineering is balancing performance to meet your expectations at the lowest cost possible. We do that by monitoring our systems, looking for trends, and analyzing data to make plans. Plans that include replacing insulators and poles, trimming trees, and upgrading conductors across our 70,000-square-mile, three-state service area.

Just like your vehicle or cell phone isn't guaranteed to never break down, it's not guaranteed that you'll never experience an interruption to your electric service. But our goal is to do whatever we can to keep those experiences limited.

People you can count on

Any company can provide electricity, but at Otter Tail Power it's the people who provide it that sets us apart. Each one of our employees works hard to keep your power on. From those braving the elements during outages to those putting in long hours monitoring and maintaining our systems, we strive to be reliable—much like that steady person in your life.

You're the reason we do what we do. And we wouldn't have it any other way. It's why what we do matters so much to us. One might even say it's magical.



For more on our reliability story,
check out our latest video on YouTube
at youtube.com/OtterTailPowerCo.

Keep your home safe over the holidays

- Discard lights and decorations with worn or frayed electrical cords, damaged plugs, or loose connections.
- Don't overload electrical outlets by plugging in too many lights.
- Choose light strings rated for indoor or outdoor use based on where you'll use them.
- Don't run electrical cords under rugs or attach them with nails or staples.
- Turn off or unplug decorations when you leave the house or go to sleep.



Thank you for
being our customer
in 2022!

EMPLOYEE PROFILE

Heather Trapp

Quality Assurance Analyst and Trainer

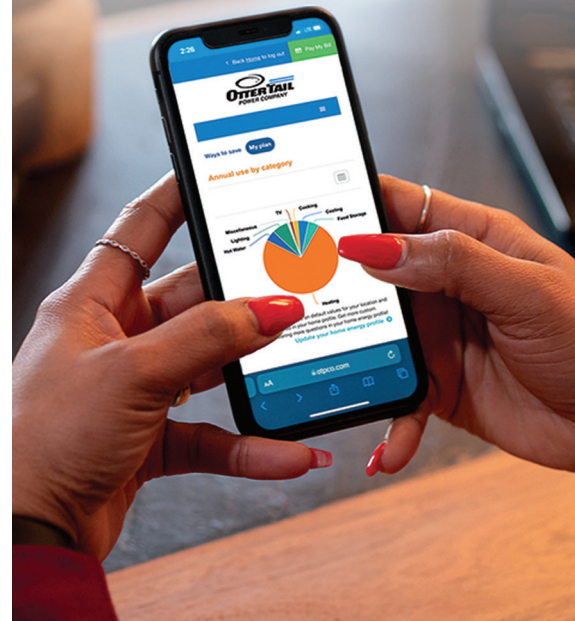
In her role as Quality Assurance Analyst and Trainer, Heather ensures staff throughout our customer service department are trained and have up-to-date information and the resources they need to answer any questions you may have as a customer. A highlight of Heather's role is the light bulb moment a trainee has once they thoroughly understand a process. Outside of the office, Heather enjoys hunting, fishing, and spending time with her husband and their three kids.



Customers, meet Heather!

Reduce energy and save money this season

Cooler weather means more energy use. Take a peek into your energy consumption and create a personalized plan that fits your lifestyle with our Home Energy Analyzer tool available at otpc.com/HomeEnergyAnalyzer.



Customers' cookery



Cinnamon Candy Salad

- 1 cup water
- ½ cup cinnamon Red Hots
- 1 pkg lemon Jell-O
- 1 ½ cups applesauce

DIRECTIONS: Boil water and candies until candies are dissolved. Add Jell-O and dissolve well. Add apple sauce—mixing well. Let set and enjoy!

Submitted by Donna Jensen, Battle Lake, MN

Customer Connection
Otter Tail Power Company
PO Box 496
Fergus Falls, MN 56538-0496
www.otpc.com
800-257-4044 or 218-739-8877

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.

Please recycle

