

Customer Connection



Energy news for our customers

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Keeping power reliable and costs predictable for the communities we serve

Electricity plays a quiet but essential role in everyday life. Most days, it simply works—and that reliability allows you to focus on what matters most, whether you're at home, on the farm, at work, or in your community.

"Because electricity is essential to daily life, our responsibility is to make disciplined decisions and deliver power you can count on," said President Todd Wahlund. "That responsibility shapes how we plan, invest, and operate our electric system."

Our core commitment is to provide reliable electric service at a cost

you can understand and plan for. Affordability isn't just about rates—it's about predictability. We make careful choices today to avoid surprises tomorrow. Before we invest a single dollar, we consider how that decision could affect your bills over time and whether it's necessary, responsible, and sustainable.

Reliability is the other side of that commitment. You expect power to be ready in all conditions—from bitterly cold winters to peak summer demand and severe storms. That requires strengthening the electric system before problems occur and

maintaining equipment so service is as reliable as possible when it's needed most.

Delivering on these commitments depends on people who understand what's at stake. Behind the scenes, our teams plan carefully, work across disciplines, and show up in every season with a strong focus on safety, reliability, and community.

"As we look ahead, our responsibility is to operate with discipline and follow through on our commitments, so we can deliver power you can depend on today and into the future," said Wahlund.

Taking action to reduce wildfire risk

We all have an important role in helping prevent wildfires from starting or spreading. As wildfire risk increases, we take proactive steps to reduce potential hazards and maintain the highest level of safety and reliability—for you and all the communities we serve.

Stay aware! Here are a few ways you can help reduce wildfire risk:

- Avoid driving or parking in dry grass, as heat from your vehicle's exhaust system can ignite vegetation.

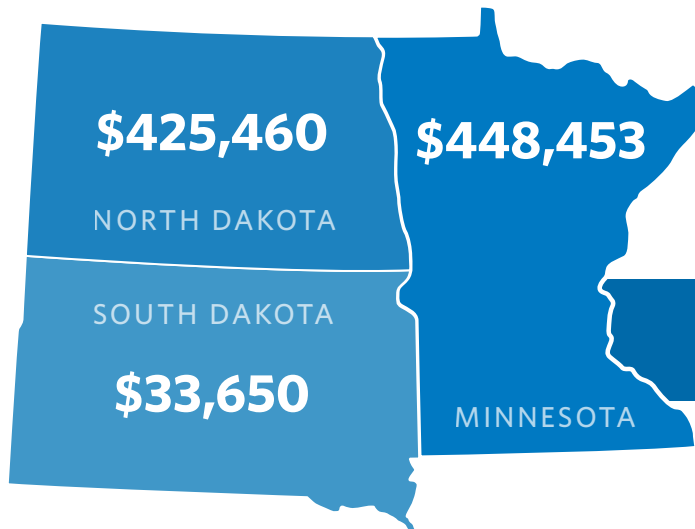
- Plan controlled burns responsibly, following local guidelines and recommended safety practices to help keep fires contained.
- Let us know about damaged utility poles, wires, or other electrical equipment so we can address potential safety concerns.
- Call 911 if you see a fire that appears uncontrolled or poses a safety concern.



For more wildfire safety information and state-specific resources, visit otpc.com/WildfireSafety.

Building stronger communities together

The Otter Tail Power Company Foundation provides donations that support community efforts to teach our young people, invest in our current and future workforce, create vibrant culture and vital communities, improve health and human services, and protect our natural resources.



Last year our Foundation provided more than \$907,500 to support community efforts across our service area.

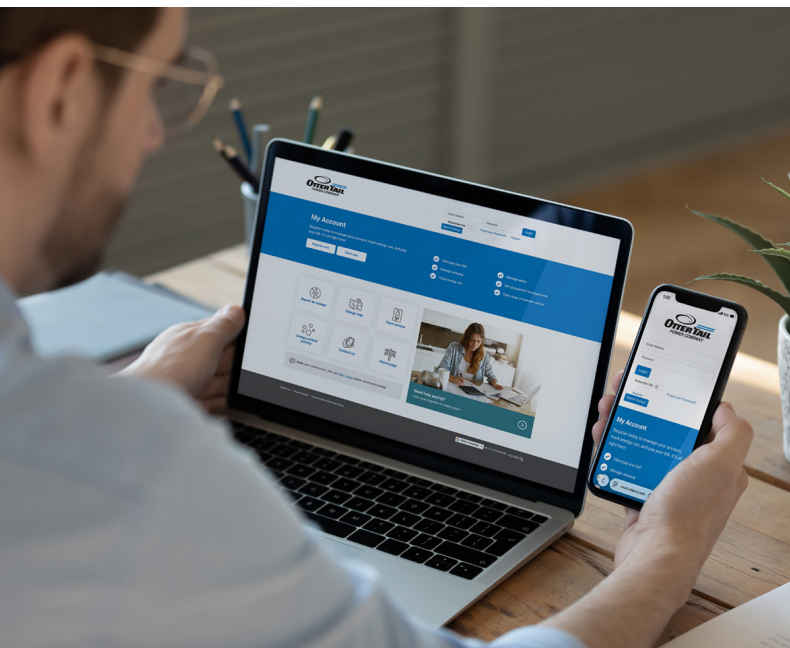
“Our Foundation reflects our commitment to improving the quality of life in the communities we serve,” said Communications Director and Foundation President Stephanie Hoff. “We’re grateful for these partnerships that help us meet community needs.”

Over \$907,500 total giving

Amplifying impact through the Power of Two

Our Power of Two program helps employees expand the impact our teams and communities are already making. Each year, employees who contribute at least 24 hours of personal volunteer time or make a personal donation to a qualifying nonprofit organization are eligible for a \$250 donation to that organization from our Foundation.

In 2025 our employees volunteered around **3,900 hours** and donated more than **\$6,500**. Our Foundation contributed an **additional \$20,225** to the organizations they supported. For more information, visit otpc.com/foundation.



Your account, your way!

Manage your electric service anytime with My Account—online or on your smartphone.

With My Account, you can:

- View and pay your bill.
- Track your energy use.
- Set up alerts and autopay.
- Start, stop, or manage service requests.

Visit otpc.com or download the **MyMeter®** mobile app to get started.



Customers' cookery



Sandy's Stuffed Pepper Casserole

Ingredients:

- 1 ½ pounds browned ground beef
- 3 to 4 chopped peppers
- 1 diced onion
- 1 (15 oz.) can tomato sauce
- 1 cup Minute® Rice
- 2 cups shredded cheddar cheese
- 3 tablespoons Worcestershire sauce
- 3 teaspoons minced garlic
- 1 ½ teaspoons Montreal grill seasoning
- ½ teaspoon salt
- ½ teaspoon pepper
- ½ teaspoon paprika

Directions:

Mix all ingredients in a large bowl until combined. Put into a lightly greased 9x13 baking dish. Bake at 375 degrees for one hour.

Submitted by Sandy Magnusson, Argyle, 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.

Please recycle