



Customer information

A reference booklet for you to keep

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Contact information

Call us at 800-257-4044 or 218-739-8877



We're happy to answer questions about your bill or account or to activate or finalize your service. Our customer service representatives are available during business hours, Monday–Friday, 8 a.m.–5 p.m. Calls received after business hours are handled by our after-hours call center service representatives.

Many account self-service options are available in our online My Account portal, which you can access from otpco.com.

Otter Tail Power Company

P.O. Box 2002
Fergus Falls, MN 56538-2002
otpco.com

To learn more about rebates, rates, or programs, call our **Idea Center** at **800-493-3299** or email IdeaCenter@otpco.com.

Customer Service Center Locations

Bemidji
Crookston
Devils Lake

Fergus Falls
Jamestown
Milbank

Morris
Rugby
Wahpeton



Facebook.com/OtterTailPowerCo



LinkedIn.com/company/Otter-Tail-Power-Company



YouTube.com/OtterTailPowerCo

Customer Service Guarantee

We're serious about high service standards



You'll receive timely, courteous service

If ever we're discourteous, or if your inquiry isn't handled in a timely manner, please let us know. Your comments help us serve you better.

Your service will be connected by the date we promise

If we fail, we'll automatically credit \$50 to your account. This doesn't apply during severe storm conditions or emergency events, if access to your premises isn't available or is deemed unsafe, if contractors are the cause of the delay, or if other circumstances beyond our control prevent a timely connection.

You'll receive accurate bills

If you receive an inaccurate bill, in addition to correcting it, we'll credit your account with up to \$25. This doesn't apply to estimated or prorated bills or self-read meters.

We'll respect your property

Respecting the property of others is a fundamental courtesy. If our employees accidentally damage your property, we'll initiate a prompt, mutually agreeable resolution.

Thank you for being our customer!



This customer information booklet, combined with additional resources available online at otpc.com, will help you learn more about our company and our services. It also includes ways for you to save energy and money.

We've powered our communities for more than a century. And we'll keep providing the reliable, low-cost electricity you depend on.

Thank you for the opportunity to share this information. I'm glad you're our customer.

A handwritten signature in black ink that reads "Tim Rogelstad".

Tim Rogelstad
President
Otter Tail Power Company

Meet the people behind the power

Our dedicated people make us the safe, efficient, and reliable company you've come to know. We each play a part in powering life for our customers and communities—day or night, rain or shine. Check out otpc.com/people for videos highlighting our employees and some of the many things we do to bring you reliable, low-cost power every day.



Our vision, mission, and values

Our vision



Growth and success—for our company and the rural communities we serve. We collaborate and prosper through responsible, resourceful action. We balance community, economic, and environmental commitments. Always.

Our mission



To produce and deliver electricity as reliably, economically, and environmentally responsibly as possible to the balanced benefit of customers, shareholders, and employees and to improve the quality of life in the areas in which we do business.

Our values

We make decisions based on our core values:



Integrity

We conduct business responsibly and honestly.

Safety

We provide safe workplaces and require safe work practices.

Customer focus

We provide reliable electricity and timely, courteous customer service.

Resourcefulness

We draw on the ingenuity and expertise of various resources to create strategic, balanced plans.

Community

We improve the quality of life in the areas in which we do business.


People

We build respectful relationships and create an environment where all people can thrive.

Your statement provides helpful information

This is a Minnesota sample statement. Your charges will vary. To view sample North Dakota and South Dakota electric service statements and associated information, visit otpc.com/MyBill.

- 1 Company contact information.
- 2 The address where you receive electric service.
- 3 Your account number.
- 4 The date your payment is due.
- 5 Previous payments on your account.
- 6 The amount due for this period.
- 7 Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
- 8 Optional donation to help provide energy assistance to those in need in Minnesota.
- 9 This area will indicate whether your account is on our Ready Check program.
- 10 Your name and mailing address.
- 11 The type of service you're being billed for.
- 12 Service dates of this billing.
- 13 Total kilowatt-hours (kWh) used for each type of service.
- 14 The Energy Adjustment includes the cost of fuel we use to generate electricity to serve our retail customers, transportation costs for that fuel, and costs we incur to buy energy to supplement our own power plants.



1 Questions about your bill?
Call: **800-257-4044** or **218-739-8877**
Write: PO Box 2002
Fergus Falls, MN 56538-2002
Visit: otpc.com

YOUR ACCOUNT SUMMARY	
CUSTOMER PERSON CUSTOMER	
2 Service location	123 ANYWHERE ST ANYWHERE, ST 12345
3 Account number	12345678
4 Due date	Monday, November 14, 2022
Billing date	Monday, October 17, 2022
Previous balance	\$150.00
5 Payments	(\$150.00)
Adjustments	\$1.00
Current EMP amount	\$150.00
6 Total amount due	\$151.00

MORE PAYMENT, ADJUSTMENT, AND BILLING INFORMATION ON BACK.
If payment is not credited to your account by Nov 14, 2022, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

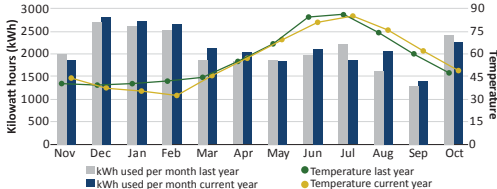
811 Call before you dig.

Call 811 or your state's One Call office before you dig.

EVEN MONTHLY PAYMENT (EMP) STATUS

EMP balance forward	\$127.25
Current billing amount	\$235.16
Current EMP amount	\$150.00
8-month EMP balance after payment	\$212.41

CONSUMPTION HISTORY ACCOUNT 12345678



This month

2,250 kWh

Days in billing cycle

30


Avg kWh per day

75

Avg daily cost

\$7.84

DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT




215 South Cascade Street
Fergus Falls, MN 56537

Check for mailing address change (see reverse side)

12345678 1 000015100 19

10 MARY CUSTOMER
1234 ELM ST E
ANYTOWN MN 56537-0496



243

Please make check payable and remit to:
Otter Tail Power Company
PO Box 2002
Fergus Falls, MN 56538-2002

7 Stock purchase \$ _____

8 Reach Out for Warmth donation \$ _____

9 COPY - DO NOT PAY

This is a Ready Check account. The amount paid by your bank this month was \$151.00.

Total amount due	November 14, 2022	\$151.00
Amount enclosed	\$	

12345678-1 \$151.00 EMP

- 15 The Resource Adjustment reflects eight costs:
 1. The Conservation Improvement Program (CIP) surcharge represents our investment in energy-efficiency programs that help our customers save energy.

PAYMENT AND ADJUSTMENT DETAILS

5	Previous balance	\$150.00
	Payment 09/25/22	(\$150.00)
	Late charge 10/17/22	\$1.00
	Current EMP amount	\$150.00
	TOTAL AMOUNT DUE	\$151.00

HOW WE CALCULATED YOUR BILL

11	1. Residential Service - M101	
	Meter 12345678	
12	10/15/22 Reading estimated	56789
	09/15/22 Reading	56039
13	350 kWh @ .06111 Winter	\$21.39
	400 kWh @ .08194 Summer	\$32.78
	Customer Charge prorated	\$10.60
	Energy Adjustment	
14	350 kWh @ .03197	\$11.19
	400 kWh @ .02162	\$8.65
	Resource Adjustment 15	\$11.18
16	Sales Tax	\$5.82
	Total Meter Charges	\$101.61

2. Dual Fuel Self-Contained - M190

Meter 78787878	
10/15/22 Reading estimated	15560
09/15/22 Reading	14060
800 kWh @ .02341 Winter	\$18.73
700 kWh @ .02738 Summer	\$19.17
Customer Charge prorated	\$5.92
Facilities Charge prorated	\$10.35
Energy Adjustment	
800 kWh @ .02995	\$23.96
700 kWh @ .02246	\$15.72
Resource Adjustment	\$21.09
Sales Tax	\$7.90
Total Meter Charges	\$122.84

3. Other Charges and Credits

Billing Period:	
09/17/2022 - 10/17/2022	
Outdoor Lighting 16 kWh	\$8.23
Energy Adjustment	
9 kWh @ 01816	\$0.16
7 kWh @ 01714	\$0.12
Resource Adjustment	\$2.16
Sales Tax	\$0.04
Total Other Charges and Credits	\$10.71
CURRENT BILLING AMOUNT	\$235.16

Customers with a new advanced meter will receive bills displaying the billing period.

1. Residential Service - M101
Meter 12345678
Billing Period:
09/15/22 - 10/15/22



Please scan the code or visit otpc.com/mybill for an explanation of your billing terms and rates.

Change of mailing address

Need your bill mailed to a different address? You can provide that address below. Please note that to change the name or service address, you'll need to contact us at 800-257-4044.

Phone: _____

Contact the following agencies for information about electricity and the environment:

Minnesota Pollution Control Agency at www.pca.state.mn
Minnesota Department of Commerce at www.commerce.state.mn.us

You also may call our Idea Center at 800-493-3299 or visit otpc.com.

The cost of electricity is composed of three main parts: generation, transmission, and distribution. For residential customers, each component's share of the total cost is:

Generation	46%
Transmission	15%
Distribution	39%

These percentages are residential group averages. Your individual use may result in percentages that vary from these averages. Above percentages may not total 100% due to rounding.

12345678-1

- The Renewable Resource Adjustment allows our company to recover costs previously offset by production tax credits associated with our renewable energy facilities.
- The Energy-Intensive, Trade-Exposed (EITE) Surcharge Rate applies to customers who don't qualify for the EITE rate. Minnesota's energy policy supports lower electric rates for energy-intensive, trade-exposed customers.
- The Revenue Decoupling Mechanism (RDM) Rider supports customer adoption of Distributed Energy Resources and works in conjunction with CIP by neutralizing the impact of reduced sales due to the promotion of energy conservation efforts.
- The Electric Utility Infrastructure Cost (EUIC) Recovery Rider allows our company to recover costs incurred for advanced metering infrastructure and an outage management system.
- The Uplift Program Rider allows our company to recover costs associated with a low-income affordability program for residential customers that qualify for the Low-Income Home Energy Assistance Program (LIHEAP).

- The Transmission Cost Recovery Rider allows our company to recover costs associated with transmission additions designed to meet our customers' future energy needs, accommodate the delivery of additional renewable energy, and enhance transmission system reliability.
- The Environmental Cost Recovery Rider allows our company to recover costs that we incur to meet new state or federal environmental quality requirements for our electric generating facilities.

16 State or local taxes.

Online services

My Account: Simple. Secure. Smart.

Use our new **My Account** portal to manage your electric service account online or from your smartphone. **My Account** offers a customizable view, interactive usage information, alerts, service request options, a robust bill payment service, and more! And registering is easy—all you need is your account number and service location zip code.

My Account features



Track energy use: View up to 25 months of energy use. Choose informative weather and billing overlays, or download the data you need.



View/pay your bill: We offer free payment options including bank account, debit card, credit card, PayPal, or Amazon Pay. Plus, payments made today are credited immediately to your account.



Manage autopay: Setting up autopay is quick, plus you can choose from a range of dates and payment options.



Paperless billing: Keep costs down and save resources by enrolling in paperless billing! You'll receive an email or text message each time you receive a new bill.



Manage alerts: Add email or text alert preferences. Subscribe family members or others for your chosen alerts.



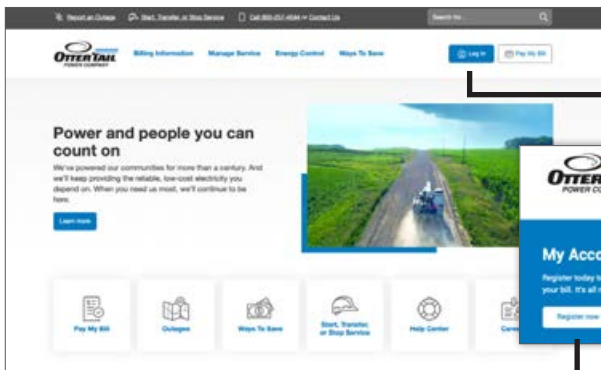
Update your profile: Update your password, add additional Otter Tail Power accounts, or give another person access to view your account.



Start, stop, or transfer service: Establish new electric service, turn off an existing service, or move your service to a new location.



Submit service request: Update your mailing address, phone number, or submit a meter reading.



Start with a click!

From otpc.com click Log In.

Then **Register now.**
Use your valid email address to finish!

Visit otpc.com for more!

Ways to Save

You'll find a variety of energy- and money-saving opportunities and rebates. Learn about:

- Efficient technologies, such as electric heating, cooling, lighting, water heating, and more.
- Rebate programs and application forms.
- Money-saving, off-peak rate options.

Outages

We hope our service is never out, but if that should happen, you can report an outage online or by calling us at **800-257-4044**.

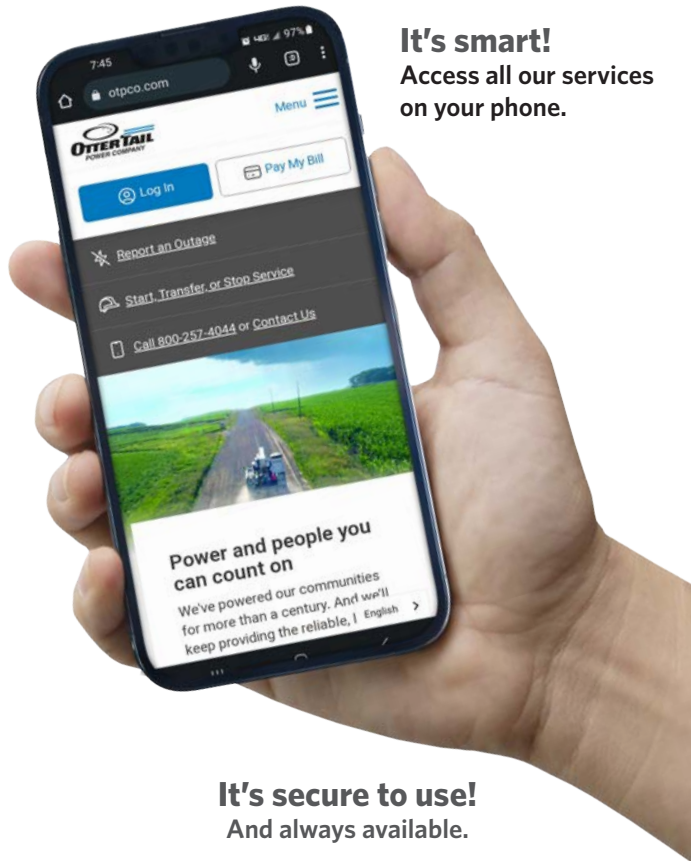
When you sign up for alerts, you'll receive updates about restoration efforts. Our outage map provides information about the extent of any known outages, planned outages, and estimated restoration times, if known.

Help Center

Use our Help Center to find information about your service, such as our guarantee, how to avoid scams, Otter Voice, how to contact us, and more!

Careers

Find out about our latest job openings and apply online.



It's smart!
Access all our services on your phone.

It's secure to use!
And always available.



Get the app!

Download **My Meter** at Google Play or the Apple App Store. Open and select **Otter Tail Power Company**.

Our service at your fingertips, 24 hours a day!

Start using our online services at otpc.com today.

Questions? Let us help! Call us at **800-257-4044** or **218-739-8877**.

Billing and payment options

Payment options



FREE bill payment options

- Checking account
- Savings account
- Debit card
- Walmart Pay
- Visa
- Mastercard
- American Express
- Discover
- PayPal
- PayPal Credit
- Amazon Pay

Please note: At this time not all of these options are available via the MyMeter® mobile app.



My Account

- Requires online registration through My Account.
- Quick, easy enrollment. Otter Tail Power account number and service location zip code are required.
- Accessible via the MyMeter® mobile app.
- Manage your account, including your choice of paper or paperless bill delivery.
- Schedule payments or enroll in autopay so your payments will always be on time.



Quick Pay

- No registration needed.
- One-time payment. Otter Tail Power account number and service location zip code are required.
- Pay online or through the MyMeter® mobile app.
- Pay by phone (IVR) for automated processing. Call 800-257-4044 and select Option 1.



Ready Check

- Paper bill delivery.
- Automatic withdrawal from your checking or savings account.
- Works great with our Even Monthly Payment plan.



Mail

- Send in your payment along with your payment stub.
- Due to extended mail delivery times, allow 7 days for processing.
- No cash please.

Mail to: Otter Tail Power Company
P.O. Box 2002
Fergus Falls, MN 56538-2002



Drop box locations

In some communities we provide a payment drop box location. Seal your check, money order, or cashier's check along with your bill stub to ensure your payment is properly applied. Allow 7 days for processing.

Billing options



Even Monthly Payment (EMP)

- We'll average your electric bills from the past 12 months to project your monthly payments for the next year.
- You'll pay the same amount each month.
- Combinable with other payment options, such as electronic bill pay or Ready Check.



Summary Billing

- Compile all your billing for multiple accounts into one statement.
- Pay all at once.
- May not be used in conjunction with accounts enrolled in electronic bill pay through our My Account portal.



For more information, visit otpc.com/PaymentOptions or call **800-257-4044**.

Help may be available

Energy assistance

Government energy assistance often is available for qualified low-income customers. For more information, call your local social service or community action agency or our Customer Service number.

Minnesota Energy Assistance Program: 800-657-3710

North Dakota Energy Assistance Program: 800-755-2716

South Dakota Energy Assistance Program: 800-233-8503

Third-party notification

Third-party notification is designed to help elderly or disabled customers avoid the hardships resulting from nonpayment.

You choose a third party authorized to receive information about your electric account should a problem arise. This person can be anyone you select—a family member, friend, guardian, or social worker. While not responsible for paying your bill, a third party may help you resolve the problem.

To authorize a third party, contact us to obtain a third-party notice form.

Nonpayment policies

If you're unable to pay your electric bill, call us as soon as possible to discuss potential options.

At times, we may disconnect a customer's electric service if their electric bills aren't paid.

We'd send a notice explaining why and when the electricity may be disconnected and how to avoid it.



Review your payment options at otpc.com/PaymentOptions.

Electric heating and cooling

Energy- and money-saving opportunities

Approximately one third of our customers participate in one of our off-peak programs. Energy-control programs save money and help us manage electrical loads on our system by reducing peak demand levels. That's beneficial both to you and us.

Air-source heat pumps

An air-source heat pump is a clean, safe, economical, and efficient way to heat and cool your home or business. When it comes to heating, you can reduce energy use by 30 percent or more by combining an air-source heat pump with supplemental electric heat. And an air-source heat pump works well as part of an all-electric or dual-fuel system.

Cold-climate heat pumps

Cold-climate heat pumps are next generation air-source heat pumps that can efficiently provide about 90 percent of heating needs. A cold-climate heat pump has a higher (8.1 or above depending on configuration) Heating Seasonal Performance Factor and operates with nearly 400 percent efficiency at 47°F or above. And when the temperature drops to below zero, a cold-climate heat pump can sustain efficiencies of approximately 200 percent. That means it delivers two to four units of heating energy for every one unit of energy it consumes—shredding your heating and cooling costs!



Geothermal heat pumps

The most efficient heating and cooling system on today's market, a geothermal heat pump extracts heat from the earth to provide warmth during the winter and reverses the process to provide cool comfort during the summer. It returns about four units of heat energy for each unit of energy it uses to operate. And it'll save you about 70 percent on your heating costs.

Electric water heating

When installed on one of our low off-peak rates, an efficient electric water heater can supply a typical family with plentiful hot water for about \$30 a month.

Heat storage

During low-demand hours, heat-storage technologies make and store heat until it's needed to warm your home. There are many technology options available including cable, preformatted panels, electric hydronic systems, central furnaces, or room units. And heat storage qualifies your home for low off-peak rates.

Dual fuel

Install an electric system to heat during normal conditions. A fossil-fuel system provides heat during peak energy-control or emergency conditions. You'll save with one of our lowest off-peak rates.

CoolSavings air-conditioning control

Cycle your air conditioner during peak periods June through September. You'll stay cool and receive a credit on your electric service statement during these months.



Rebates are available for many of these applications.

Visit otpc.com/WaysToSave to learn about our rebates and programs.


Save by using energy wisely

Electric water heating

- Repair leaky faucets promptly. A steady hot-water drip can waste hundreds of gallons of water each month, sending your money down the drain.
- Install low-flow showerheads and faucet aerators to reduce water use.
- Wrap your electric water heater with an insulation kit to reduce heat loss. This isn't advised for super-insulated tanks or for gas or propane models.
- Turn down your thermostat setting to 120°F (medium setting).
- Encourage family members to take showers instead of baths. Showers use about half as much hot water as baths.

Lighting

- Use task lighting to target work and leisure activities and reduce overall room lighting levels.
- Use energy-efficient light-emitting diodes (LEDs), especially in fixtures that operate more than two hours each day. While they cost more initially, they use 75 percent less electricity and last about 20 times longer than incandescent bulbs.
- Select bulbs to gain the highest lumens at the lowest wattage. Lumens measure brightness. Wattage is the power needed to make a bulb work.
- Open shades and blinds to take advantage of natural light.
- Keep light fixtures clean for optimal illumination.



Replace the ten most frequently used lights in your home with ENERGY STAR® LEDs to save about \$55 a year.

Heating and cooling

- Set thermostats as low as comfort permits for heating. Each degree above 68°F adds 3 percent to heating costs.
- Set thermostats as high as comfort permits for cooling. Each degree above 72°F lowers cooling costs by 3 percent.
- Install a programmable thermostat to make managing your home temperature settings easy.
- Plant trees to increase the comfort in your home and reduce the amount of electricity you use. Strategically placed shade trees can reduce air-conditioning bills by up to 25 percent, and windbreaks can reduce heating costs by 10 percent to 20 percent.
- Make sure drapes and furniture don't block registers and cold-air returns.
- Draw blinds or drapes or install awnings to block sunlight during the hottest part of the day during the summer.
- Install individual room controls (or zone control) to heat and cool rooms only when you use them.
- Have your heating and cooling system maintained once a year to ensure peak efficiency.

Laundry

- Wash with cold water whenever possible.
- Wash and dry full loads to maximize efficiency, but don't overload. Overloaded washers don't clean clothes effectively, so they may need to be rewashed. Overloaded dryers cause clothes to wrinkle, so they may need to be ironed.
- Use front-loading washers to enhance efficiency.
- Always adjust the water level to fit load size.
- Avoid over drying, which uses more energy and wears out clothes more quickly.
- Clean the lint filter after each drying cycle and clean the dryer vents each year to maintain dryer efficiency.



Find more tips at [otpc.com/tips](https://www.otpc.com/tips).

Refrigeration

- Test the tightness of door seals on refrigerators and freezers. If the seal doesn't tightly hold a dollar bill when the door is closed, it's probably time to adjust or replace the gasket.
- Replace old refrigerators. New models offer improved insulation, newer refrigerants, and high-efficiency compressors and are at least 30 percent more efficient than models manufactured before July 2001.
- Use a second refrigerator only in insulated surroundings to maintain efficient operation.
- Set refrigerators at 40°F and freezers at 0°F for greatest efficiency.

Cooking

- Use small appliances for small jobs. Slow cookers, electric frying pans, and toaster ovens are more efficient than larger appliances. Microwave ovens use 90 percent less electricity than conventional ovens.
- Use your oven instead of your cooktop to cut cooking costs. Some surface units heat continuously, but an insulated oven typically heats a third of the time it's in use.
- Don't peek! The cooking temperature drops as much as 25 degrees every time you open your oven door, causing the oven to reheat.
- Use an oven's self-cleaning cycle only for big cleaning jobs. Start the cycle while the oven is still hot from baking.



Business-related services

We offer programs that help business owners take energy-related actions to positively affect the profitability of their operations.

With a variety of rate options, rebates, and demand-response and conservation programs, we can help you discover the benefits of managing electricity use. Learn the specifics related to:

- Rebates
- Controlled-service rates
- Heating and cooling
- Heat pumps
- New construction plans
- Motor and drive systems
- High-efficiency lighting
- Energy-efficient motors
- Compressed-air audits
- Electric commercial cooking or refrigeration
- Grants for custom improvements



Own or manage a business and aren't sure where to start?

Our Energy Management Representatives and Commercial and Industrial Engineers can help.

Call **800-493-3299** for more information.



Program availability varies by state. Visit us online at [otpco.com](https://www.otpco.com).

Customer services

Bringing you more than electricity

Idea Center

How can you make your home more comfortable and energy efficient? Ask us. A call or email to our Idea Center can help you generate doable, low-cost electric options to achieve your goals.

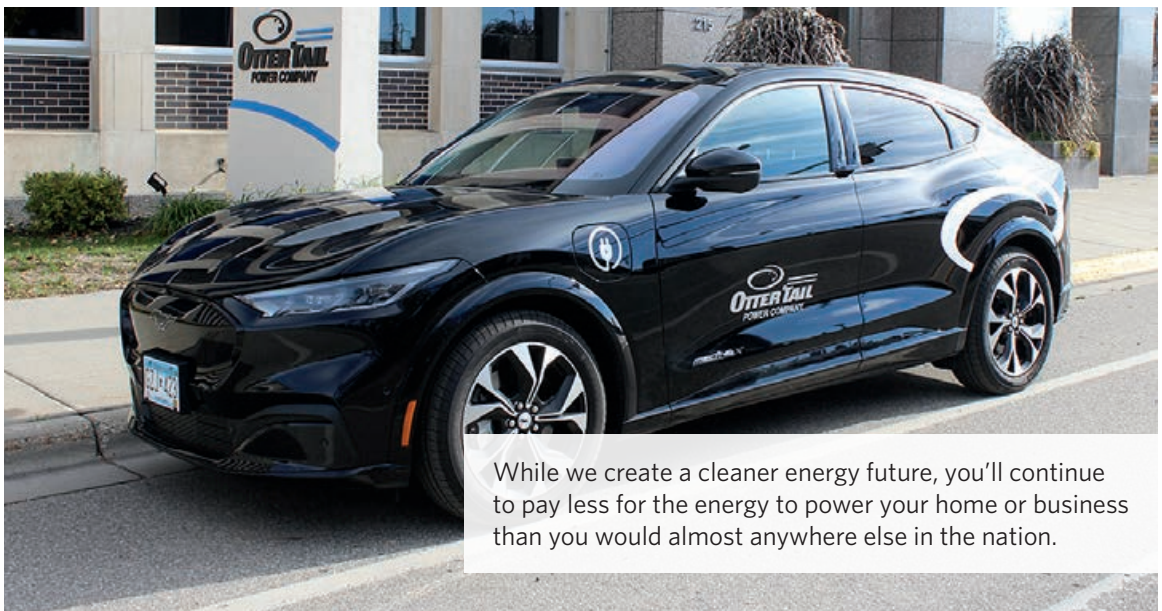
Call **800-493-3299** or email **ideacenter@otpc.com**.


TailWinds

To support renewable energy technology, purchase wind-generated electricity in 100-kilowatt-hour blocks through our TailWinds program.

Electric vehicle charging

Charge your electric vehicle for less! Install a Level 2 charging station on an off-peak rate and you may qualify for a rebate.



 Learn about these and other services at **otpc.com**.

If the power goes out

It doesn't happen often, but if it does:

Check your service panel

Know where your circuit breaker or fuse box is and how it works. Make sure you haven't blown a fuse or tripped a circuit breaker.

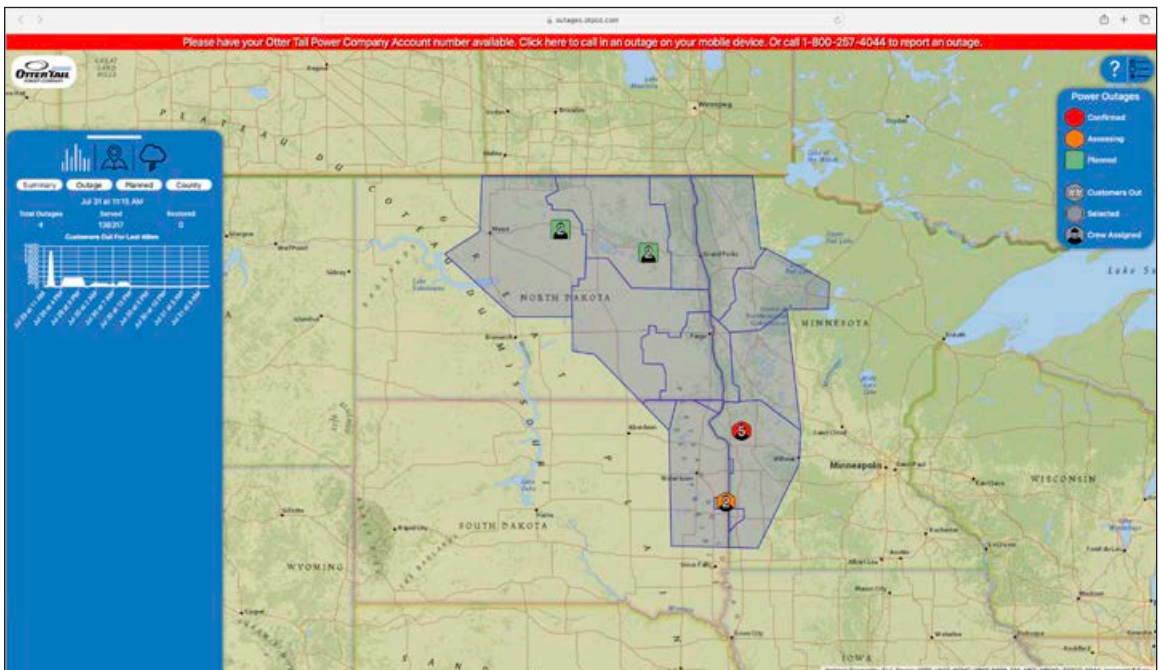
Report it

If you're experiencing an outage, report it online at otpc.com or call **800-257-4044** or **218-739-8877**. We'll ask for the phone number that's associated with your account.

Turn off appliances

To avoid tripping a circuit breaker, blowing a fuse, or damaging electronic equipment when power is restored, turn off major appliances during an outage. When possible, unplug them before severe electrical storms are underway.

If you're experiencing an emergency, call 911.



View our website for outage information: otpc.com/outages.
Sign up for outage alerts at otpc.com/MyAccount.

Stay safe

Use caution and common sense

Indoors

- Install ground fault circuit interrupters (GFCIs) in kitchen, bath, garage, and outdoor outlets. GFCIs monitor current flow and, if a short is detected, cut off power to avoid serious injury.
- Don't overload electric circuits with too many cords.
- Keep cords, outlets, and tools dry. Don't stand in water or on damp grass when using electrical equipment.
- Keep electrical devices, such as hair dryers, radios, and heaters, away from bathtubs and sinks.

Outdoors

- Look up for power lines. Always keep yourself, your ladder, and the tools you're using at least ten feet away from power lines.
- Make sure power tools are in good repair before use. Check for frayed cords.
- While washing windows and cars, take care to keep water spray away from power lines. A stream of water is an electrical conductor and can carry electric current through you to the ground.

Check for buried power lines before digging

If you plan to do any planting or excavating on your property, be sure to have an expert locate underground utilities. By calling 811 or your state's One Call service, you won't risk serious injury or a costly service interruption. It's also the law.

- **Minnesota:** 800-252-1166
- **South Dakota:** 800-781-7474
- **North Dakota:** 800-795-0555
- **www.call811.com**

Utilities will mark the path of their underground lines or equipment near your planned work site, so you can dig safely. This service is free of charge.

Call **811** before you dig—it's the law!



Tree trimming

Understanding vegetation management

Tree limbs bumping against or breaking power lines frequently cause outages as do uprooted trees. To avoid these outages and maintain reliable service, we manage a tree-trimming program.

At times, customers spot and report problem trees that require trimming. These reports are important to our efforts and added to our tree-trimming work schedule but may not be handled for several months. We appreciate your patience! All work is prioritized depending on:

- Severity of the problem.
- Time of year.
- Other work scheduled in the area.

We remove tree limbs that are lying directly on power lines immediately. And we don't charge customers for tree-trimming services when a power-line hazard exists.

Whether these services are performed by employees or a contractor we hire, you'll receive high-quality customer service!



To report problem trees that may need trimming, notify us online at [otpco.com](https://www.otpco.com) or call **800-257-4044** or **218-739-8877**.

How much does it cost to run home appliances?

Cost calculations are intended to be examples only and are based on a per-kilowatt-hour rate of 11.29¢ for firm service, an off-peak water-heating rate of 7.06¢ per-kilowatt-hour, and an off-peak heating rate of 6.51¢ per-kilowatt-hour. Your actual price may vary by your state, season, and rate. All cost calculations are rounded to the nearest kilowatt-hour and penny.

Seasonal use

HEATING AND COOLING						
Detail		Approx. wattage	Summer-season cooling kWh	Winter-season heating kWh	Cooling cost	Heating cost
Cold-climate heat pump—3 ton operating to 0°F, 8.1 HSPF2		3,700	1,061	9,648	\$119.79	\$1,089.26
Cold-climate heat pump—3 ton operating to 0°F, 8.1 HSPF2	off-peak rate	3,700	1,061	9,648	\$69.07	\$628.08

A cold-climate heat pump provides 100% of cooling and 87% of heating requirements with energy efficiency of 170% or higher!

COOLING ONLY								
Detail		Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
A/C room—9,000 Btu		1,050	120	126	756	\$14.22	\$85.34	\$85.34
A/C central—15 SEER 2.5 ton		2,000	240	480	1,720	\$54.19	\$194.17	\$194.17
ASHP—15 SEER 2.5 ton	off-peak rate	2,000	240	480	1,720	\$31.27	\$112.06	\$112.06

Monthly usage calculations

MONTHLY HEATING AND COOLING								
Detail		Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Baseboard heater (4 ft., 250 watts/ft.)		1,000	100	200	100	200	\$11.29	\$22.58
Fan—ceiling		60	15	330	1	20	\$0.11	\$2.26
Fan—portable		115	18	52	2	6	\$0.23	\$0.68
Furnace fan motor—intermittent		350	160	415	56	145	\$6.32	\$16.37
Furnace fan motor—continuous		350	720	720	252	252	\$28.45	\$28.45
Heat recovery air exchanger		125	300	720	38	90	\$4.29	\$10.16
Portable heater		1,500	30	300	45	450	\$5.08	\$50.80

WATER HEATING

Detail	Approx. wattage	Low kWh	High kWh	Low cost	High cost
Water heater on our off-peak water-heating rate: \$0.0706					
Family of 6 off-peak rate	4,500	540	725	\$38.11	\$51.17
Family of 4 off-peak rate	4,500	360	485	\$25.41	\$34.23
Family of 2 off-peak rate	4,500	180	245	\$12.70	\$17.29
Water heater on our off-peak heating rate: \$0.0651					
Family of 6 off-peak rate	4,500	540	725	\$35.18	\$47.23
Family of 4 off-peak rate	4,500	360	485	\$23.45	\$31.60
Family of 2 off-peak rate	4,500	180	245	\$11.73	\$15.96

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Heat pump water heater 3.24 EF; heat pump mode	500	—	—	77	112	\$8.69	\$12.64
Hot tub 4-person, circulating pump	1,500	30	45	45	68	\$5.08	\$7.68
Hot tub 4-person inside, 120 volt heater	1,500	120	180	180	270	\$20.32	\$30.48
Hot tub 4-person outside, 120 volt heater	1,500	90	540	135	810	\$15.24	\$91.44
Hot tub 4-person inside, 240 volt heater	6,000	30	45	180	270	\$20.32	\$30.48
Hot tub 4-person outside, 240 volt heater	6,000	90	135	540	810	\$60.96	\$91.44

KITCHEN APPLIANCES

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Dishwasher	1,300	8	40	10	52	\$1.13	\$5.87
Coffeemaker	1,000	4	30	4	30	\$0.45	\$3.39
Frying pan	1,150	5	15	6	17	\$0.68	\$1.92
Microwave	1,100	5	15	6	17	\$0.68	\$1.92
Toaster oven	1,500	2	15	1	23	\$0.11	\$2.60
Range							
Broiler	3,000	1	10	3	30	\$0.34	\$3.39
Oven	3,500	10	50	35	175	\$3.95	\$19.76
Small element	1,200	10	25	12	30	\$1.35	\$3.39
Large element	2,300	10	25	23	58	\$2.60	\$6.55
Self-cleaning cycle only	3,200	3	6	10	19	\$1.13	\$2.14
Refrigerator-freezer							
Non frost free 17 cubic feet	500	150	300	75	150	\$8.47	\$16.93
ENERGY STAR® frost free 19 cubic feet	400	150	300	60	120	\$6.77	\$13.55
Freezer ENERGY STAR® 19-22 cubic feet—chest	350	180	420	63	147	\$7.11	\$16.59
Refrigerator/freezer non frost free 17 cubic feet	500	150	300	75	150	\$8.47	\$16.93
Refrigerator/freezer ENERGY STAR® frost free 19 cubic feet	400	150	300	60	120	\$6.77	\$13.55

HOUSEHOLD APPLIANCES

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Clothes dryer	5,000	6	28	30	140	\$3.39	\$15.80
Clothes washer	500	7	40	4	40	\$0.45	\$4.52
Dehumidifier	350	120	720	42	252	\$4.74	\$28.45
Humidifier—portable	100	90	300	9	30	\$1.02	\$3.39

TELEVISION

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
LED 30"	50	60	440	3	22	\$0.34	\$2.48
LED 42"	80	60	440	5	35	\$0.56	\$3.95
LED 50"	100	60	440	6	44	\$0.68	\$4.97
LCD 50"	150	60	440	9	66	\$1.02	\$7.45
Plasma 50"	300	60	440	18	132	\$2.03	\$14.90

LIGHTING

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Incandescent bulb (60w)	60	17	200	1	12	\$0.11	\$1.35
Compact fluorescent (60w equivalent)	13	17	200	0.2	3	\$0.02	\$0.34
LED (60w equivalent)	9.5	17	200	0.2	2	\$0.02	\$0.23
Chandelier (5 lamps, 40w each)	200	8	100	2	20	\$0.23	\$2.26
Fluorescent tube (2 tube, 4 ft.)	96	17	320	2	31	\$0.23	\$3.50
Holiday lights—1,000 mini incandescent	408	60	240	24	98	\$2.71	\$11.06
Holiday lights—1,000 mini LED	69	60	240	4	17	\$0.45	\$1.92
Holiday lights—300 C9 incandescent	2,100	60	240	126	504	\$14.22	\$56.90
Holiday lights—300 C9 LED	29	60	240	2	7	\$0.23	\$0.79

Hourly usage calculations

MEDICAL EQUIPMENT

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Oxygen concentrator	600	0.6	\$0.07
Sleep apnea machine (CPAP)	60	0.06	\$0.01

COMPUTERS

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Desktop computer	100	0.10	\$0.01
Laptop	50	0.05	\$0.01
Monitor—17" CRT	100	0.10	\$0.01
Monitor—17" LCD	35	0.04	\$0.00

RECORDING AND GAMING DEVICES

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Xbox One	180	0.18	\$0.02
DVD player	40	0.04	\$0.00
DVR	150	0.15	\$0.02

Formula to find the cost to operate any appliance

Operating cost = wattage/1,000 x hours used x cost per-kilowatt-hour

Appliance wattage is located on the label at the back or bottom of most small appliances. Customers should check their electric service statements for the price per-kilowatt-hour that they're paying.

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