

Customer Connection



Energy news for our customers

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Power and people you can count on

A lot of companies provide electricity, but it's our people and how we do 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 carefully monitoring and maintaining our systems. When you need us most, we'll continue to be here providing the reliable, low-cost electricity you depend on.

Meet the people who make it happen

Area Manager Jeremy Rham speaks to our employees' boots-on-the-ground efforts to keep power on. "If there's an outage, our crews want to stay out there until the last person has their power restored."

Customer Service Manager Lacie Blake highlights the importance of connecting with you—our customers and communities. "We're taking phone calls, dispatching service, and making sure our customers are informed."

Supply Chain Supervisor Tori Pausch walks us through our stock of supplies and materials and how we coordinate delivery throughout our service area. "While crews are trying to restore power, we're getting them what they need, when they need it, so they can be productive and efficient."

System Operations Manager Tom Hrdlicka takes us behind the scenes of our Control Center, where we're monitoring 24/7 to help ensure we provide you with reliable power. "When we're needed and things are challenging our system, we want to be here making sure we're getting the lights back on."

System Infrastructure and Reliability Manager Mike Riewer explains how we transmit and deliver electricity while developing plans to address potential issues before problems occur. "We work to continually improve our system. Replacing poles, trimming trees, upgrading conductors, replacing insulators, you name it, we want to catch an issue before it becomes a real problem for our customers."



Check out otpc.com/reliability for videos highlighting some of the employees who help bring you reliable power every day.

Consider a heat pump

If your central air conditioner is 15 years old or older, it might be time for a replacement. Consider a cold-climate heat pump. Heat pumps are among the most efficient and environmentally friendly heating and cooling systems on the market. In addition to the year-round energy savings you'll receive by making the switch, there are federal tax credits and rebates available that help make this a cost-effective option.

Reduce your monthly energy bill and learn more about heat pumps and our rebates at otpc.com/HeatPumps.



Save with these tips



Switching to energy-efficient bulbs can make a big difference when it comes to lowering your energy bills. Replace the ten most-used incandescent bulbs in your home with LEDs to save about \$55 per year.



Did you know that by using glass or ceramic bakeware, you can decrease your oven temperature by 25 degrees and get the same result? Heat is distributed more evenly with glass and ceramic bakeware, which leads to a quicker cook.



Upgrade to an LED TV! Old LCD, CRT, plasma, and rear-projection TVs use 35-70 percent more energy than newer LED models.

Find more ways to save at otpc.com/tips.

Try a new way to drive

Electric vehicles (EVs) are a great option for getting you where you need to go. And when you purchase a new or used EV, you may be eligible to receive a federal tax credit of up to \$7,500.

We also offer a Level 2 charging station rebate of \$400. So when you charge your car at night on one of our qualified rates, your savings continue!

For more information on EVs, charging options, and our rebates, visit otpc.com/DriveOn.

Federal tax credits are subject to maximum income limits and purchase prices.



Customers' cookery



Cavatini Casserole

INGREDIENTS:

3 different shapes of pasta (½ cup of each—shells, wheels, macaroni, or whatever you prefer)
1 package sliced pepperoni
1 green pepper, diced
1 medium onion, diced
1 small can of tomato sauce

1 small can of tomato paste
12 ounces grated mozzarella cheese
6 ounces grated cheddar cheese
1 large can of mushrooms, drained
1 ½ pounds hamburger
1 package of spaghetti sauce mix
1 cup of water

DIRECTIONS: Heat oven to 350 degrees. While the oven is heating, cook pasta according to directions. Then brown hamburger with onion and green pepper, then drain. Season with salt and pepper and add mushrooms, tomato paste, tomato sauce, spaghetti sauce mix, and water. Mix with cooked pasta. Place the mix in a 9x13 inch baking dish and cover with pepperoni and cheeses. Bake 30-40 minutes.

This may be frozen before or after baking as it reheats well. Serves 8-10.

Submitted by Delores Rath, Jamestown, ND.

Call before you dig

Whether you're a homeowner planting trees or a contractor excavating a lot, always call 811 before starting a project that involves digging. We'll mark underground lines to help you stay safe and avoid an accidental outage.

Find more information at otpc.com/BeforeYouDig.

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

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