

Customer Information  
Brochure



# South Dakota customer information



### Reconnection policy

When Otter Tail Power Company has disconnected a customer's service for a valid cause and the condition is corrected, the Company may charge the customer a reconnection fee based on the cost of restoring service.

When service has been disconnected for nonpayment, the following conditions apply:

- The customer must make a payment toward the electric service bill, including late-payment charges.
- The customer must pay a reconnection charge of \$15, plus overtime charges for the amount of time required, or a minimum of two hours, whichever is greater, if the company made the reconnection outside of regular working hours.
- The customer may be required to pay a deposit or an increase to an existing deposit.

When service has been disconnected because of a hazardous condition, Otter Tail Power Company does not charge for reconnection.

Otter Tail Power Company is regulated by the South Dakota Public Utilities Commission. Customers with an unresolved dispute may request appeal and mediation from the South Dakota PUC, Capitol Bldg, Pierre, SD 57501, 605-773-3201.

### Communities Otter Tail Power Company serves in South Dakota

Below is an alphabetical listing of the communities Otter Tail Power Company serves in South Dakota and the Customer Service Center serving them:

Milbank, South Dakota  
404 S 2nd St  
phone 800-257-4044 or 218-739-8877

|             |              |             |
|-------------|--------------|-------------|
| Albee       | Grenville    | Roslyn      |
| Astoria     | Hammer       | Rutland     |
| Brandt      | Hayti        | Sisseton    |
| Bruce       | Hetland      | South Shore |
| Bushnell    | Hillhead     | Stockholm   |
| Castlewood  | La Bolt      | Strandburg  |
| Claire City | Lake City    | Summit      |
| Clear Lake  | Lake Norden  | Toronto     |
| Corona      | Lake Preston | Trent       |
| Dempster    | Marvin       | Twin Brooks |
| De Smet     | Milbank      | Veblen      |
| Eden        | Nunda        | Ward        |
| Egan        | Oldham       | Waubay      |
| Elkton      | Ortley       | Wentworth   |
| Erwin       | Peever       | Wilmot      |
| Gary        | Reville      |             |

Oakes, North Dakota  
103 S 5th St  
phone 800-257-4044 or 218-739-8877

|         |        |        |
|---------|--------|--------|
| Britton | Kidder | Newark |
|---------|--------|--------|

Wahpeton, North Dakota  
211 15th St N  
phone 800-257-4044 or 218-739-8877

|               |         |        |
|---------------|---------|--------|
| New Effington | Rosholt | Victor |
| White Rock    |         |        |

### Customer service

Telephone customer service is available 24 hours a day, and limited services and rate schedules are available online at [www.otpco.com](http://www.otpco.com).

Please notify your local Otter Tail Power Company office **two business days** before you require routine service. You can call your local Otter Tail Power Company office listed in your telephone directory or call **800-257-4044** or **218-739-8877**. You also can request service by visiting our web site at [www.otpco.com](http://www.otpco.com).

### Emergency service

Immediately report outages or emergencies, such as those caused by storms or accidents. Otter Tail Power Company representatives will attend to service interruptions day or night and on weekends and holidays. We will restore service without charge if the outage is a result of Otter Tail Power Company's equipment failure.

Before calling to report an outage or regarding an appliance that is not working always **check your fuses or breakers** to be sure that the problem isn't with your own equipment.

To report outages or emergencies, call Otter Tail Power Company at **800-257-4044** or **218-739-8877**.

### Service connection

Otter Tail Power Company is obligated to supply service to new customers. If it appears that the expenditure for extending service may not be justified, however, the company may require the customer to sign a contract guaranteeing a minimum payment of no less than three year's use of electric service. The company also may require the customer to make an advance payment, as determined by the company, to guarantee this minimum amount of revenue.

To cover the costs associated with establishing a new account, we include a \$15 service connection fee on your first electric service statement.

### Ending service

Customers needing to transfer or end service with Otter Tail Power Company can contact Customer Service for assistance or use the self-service forms available on our web site at [www.otpco.com](http://www.otpco.com).

### Deposits

When a deposit is required the amount shall not exceed one-sixth of an estimated annual bill amount as authorized by the South Dakota Public Utilities Commission. Otter Tail Power Company pays annual interest on all deposits at a rate of 7 percent. Interest begins accruing the day the company receives the deposit and ends either the day of disconnection or when Otter Tail Power Company refunds the deposit. Interest earned is applied as a credit on a customer's December bill and any remaining interest balance will be paid when the deposit is refunded. After 12 consecutive months of prompt payments and without

having received three or more disconnect notices, Otter Tail Power Company will refund the deposit plus any accrued interest.

Otter Tail Power Company may accept, in lieu of a deposit, a contract signed by a guarantor which is satisfactory to the utility whereby payment of a specified sum not exceeding the deposit requirement is guaranteed. The contract shall automatically terminate after the customer establishes satisfactory credit. The term of the guarantee agreement shall be for no longer than twelve (12) months, and shall automatically terminate after the Customer has closed and paid the Customer's account with the Company. Otter Tail Power Company will notify the guarantor when disconnect notices have been sent to the customer.

In lieu of accepting a cash deposit or guarantee agreement, a customer may be placed on an early payment list as defined by South Dakota Administrative Rules 20:10:19:05. Customers placed on an early payment list are required to pay their bill within five (5) business days prior to the due date on the bill. A customer on the early payments list will be subject to disconnection if the bill is not paid at least five (5) business days prior to the due date on the bill.

### Your electric meter

Electric meters are finely tuned precision instruments used to measure electricity use. Otter Tail Power Company has a meter-testing program that exceeds governmental standards to help ensure continuous accurate measurement of electrical use. Otter Tail Power Company periodically tests all of its meters.

In addition to the computer-directed testing program, any customer may request a special meter test. The following rules govern special meter tests:

- If a customer makes a request within one year of a previous request, a charge will be added to the Customer's bill if the metering equipment tests, accurate. (Meter error is plus or minus less than two percent.)
- The customer may be present or have a representative present when the meter test is conducted.
- Otter Tail Power Company will give its report to the customer within one week. The report will specify the test results as well as relevant metering information.

### Meter reading and estimates

Otter Tail Power Company reads meters every month unless the South Dakota Public Utilities Commission authorizes another meter-reading interval upon our company's petition. When your meter is not read, Otter Tail Power Company automatically reviews your consumption history and estimates your meter reading. Estimated readings are indicated on your statement. Customers in remote locations who are required to read their own meters may submit meter reading forms on our web site at [www.otpco.com](http://www.otpco.com) or by mailing back a completed meter-reading card, which we provide on a yearly basis to all self-read customers.

## Payments/payment options

Otter Tail Power Company sends itemized electric service statements each month.

The company offers several payment options including ePay, Ready Check, Anytime Payment, credit card (some limits and fees apply), by mail or at a drop-box location. Our web site ([www.otpc.com](http://www.otpc.com)) contains a list of drop-box addresses as well as information about current payment programs.

**Ready Check** is an automatic debit payment program under which Otter Tail Power Company sends your electric service statement amount due to your bank, which automatically remits funds on your behalf to Otter Tail Power Company from your checking or savings account. With Ready Check you don't have to write out a check to us each month or pay the postage to mail your payment.

**ePay** is an online bill presentment and payment program that allows you to set up automatic or self-scheduled payments from your checking or savings accounts. Email notices are sent when your electric service statement is available to view online at [www.otpc.com](http://www.otpc.com). With ePay you make payments electronically. You need a recent electric service statement and your bank account information to register your electric service account at [www.otpc.com](http://www.otpc.com).

The **Even Monthly Payment (EMP)** plan features an averaged monthly payment amount and works well with the Ready Check and ePay programs because your payment would be the same amount each month. With EMP twelve months of billing are averaged so that your budget is less affected by seasonal fluctuations in consumption. Each monthly electric service statement contains the complete billing detail as well as your EMP amount. An annual settle-up month ensures that you pay only for the kilowatt-hours you actually use in a year. Otter Tail Power Company routinely reviews EMP accounts to ensure that the EMP amount billed is consistent with the average consumption. The company pays interest monthly on your average daily credit balance.

## Late-payment charges

Electric service statements not paid by the next billing date may be subject to a late payment charge. A customer who has made at least 12 consecutive payments prior to the delinquency date shall not be billed a late-payment charge. A late-payment charge will apply on any account with an unpaid balance greater than \$5 if the customer has been delinquent more than once during the last 12 consecutive months. The delinquent amount for accounts on EMP or payment schedules will be the lesser of the outstanding account balance (less allowance for EMP credits) or the outstanding scheduled payments.

The maximum late-payment charge shall be 1.5 percent per month (18 percent a year), plus a \$2 collection charge. A customer's electric service statement will provide a notice of possible late-payment charges after the customer has been delinquent once. A late-payment charge will be assessed during the next billing period.

The company shall credit all payments against the customer's oldest outstanding account balance before applying any late-payment charge.

Any payments returned unpaid by a bank to Otter Tail Power Company will be subject to a \$15 return-payment fee.

## Disconnection for nonpayment

Disconnection of service may become necessary for nonpayment. Otter Tail Power Company makes an effort to contact the customer to avoid disconnection. In the case of a customer's first disconnection, Otter Tail Power Company will provide personal notice by either telephone, visit, or certificate of mailing.

Before disconnection, the company sends a notice by first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date that disconnection will take place, explains the procedure to avoid the disconnection, and indicates that a reconnection fee and deposit may apply.

Residential customers will receive an additional 30 days notice of proposed disconnection during the period of November 1 through March 31.

## Other disconnections

Services may be disconnected for reasons other than nonpayment of electric service statements. Some examples of disconnections WITH NOTICE include:

- Failure of the customer to meet the company's deposit and credit requirements.
- Failure to make proper application for service.
- Violation of the company's rules, which are on file with the South Dakota Public Utilities Commission.
- Failure to provide Otter Tail Power Company with reasonable access to equipment and property.
- Breach of contract for service between Otter Tail Power Company and the customer.

Some examples of Disconnection WITHOUT NOTICE include:

- Unauthorized use of or tampering with Otter Tail Power Company's equipment.
- Conditions determined to be hazardous to the customer, to other customers, to Otter Tail Power Company's equipment, or to the public.

## HOW TO READ YOUR STATEMENT

**A. Return portion:** When paying by mail, return this stub with your payment. It includes:

1. Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
2. Optional donation to help provide energy assistance to those in need in South Dakota.
3. Your name and mailing address.
4. The date your payment is due.
5. The amount due for this period.

**B. Account status:** This portion of your statement brings you up-to-date on your account. It includes:

6. Your account number.
7. The access code to register for online services.
8. The address where you receive electrical services.
9. The billing date.
10. Previous payment on your account.
11. Other charges or notices about your bill.
12. The address and phone number of the Customer Service Center serving your account.

**C. Account detail:** This portion of your statement tells how you used electricity during the billing period. It includes:

13. The type of service for which you are being billed.
14. Your meter readings and the dates they were taken.
15. Total kilowatt-hours used for each type of service.
16. Details of charges, including the rates used to calculate your billing.
17. The Energy Efficiency Program surcharge.
18. The transmission cost recovery rider.
19. The environmental cost recovery rider.
20. The fuel, reagents, emission allowances, and purchased-power adjustment.

**Ready Check Stub:**

01 0 \* 4 0000 **1** Stock purch via Ready Check: \$15.00

Check for mailing address change (see reverse side) **2** Energy Share Donation \$ \_\_\_\_\_

15123456 4 000007700 18

OTTER TAIL POWER COMPANY  
PO BOX 2002  
FERGUS FALLS MN 56538-2002

**3** MARY CUSTOMER  
1234 ELM ST E  
ANYTOWN, SD 57252-0496

**4** Due Date: **Dec 01, 2015**

**5** Amount Due: **\$77.00**

Your payment is recorded upon receipt. Please allow sufficient mailing time. COPY-DO NOT PAY 15-08-013 15-123456-4 \$77.00 EMP

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**Status of Your Account**

Account Number: **15-123456** Access Code: **9999**

**6** MARY CUSTOMER

**8** 1234 ELM ST E  
ANYTOWN, SD 57252

**9** Billing Date: Nov 10, 2015

**10** Previous Payment: 10/14/15 92.00

**11** Current EMP: 77.00

**5** Amount Due: **\$77.00**

**12** Write our office at:  
404 S 2ND ST  
PO BOX 392  
MILBANK SD 57252-0392

**Even Monthly Payment Status**

Current EMP payment due: 77.00  
Your month's EMP Balance after payment: 63.90 Debit

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**Account Detail**

|                                |           |       |           |
|--------------------------------|-----------|-------|-----------|
| <b>01. Residential Service</b> | <b>13</b> |       |           |
| 11/04/15 Reading               |           | 14597 | <b>14</b> |
| 10/07/15 Reading               |           | 13884 |           |
| <b>15</b> Kilowatt Hours Used  |           | 713   |           |
| Customer Charge                |           | 8.00  |           |
| <b>16</b> 500 kwh at .05819    |           | 29.10 |           |
| 213 kwh at .05260              |           | 11.20 |           |
| Energy Adjustment              |           | 19.18 |           |
| 713 kwh @ .02690               |           |       |           |
| <b>20</b>                      |           |       |           |
| <b>Total: (01)</b>             |           | 67.48 |           |

|                                  |  |       |           |
|----------------------------------|--|-------|-----------|
| <b>02. Other Charges/Credits</b> |  |       |           |
| Energy Efficiency Adj            |  | 1.08  | <b>17</b> |
| Transmission                     |  |       |           |
| Cost Recovery                    |  | 3.39  | <b>18</b> |
| Environmental                    |  |       |           |
| Cost Recovery                    |  | 4.58  | <b>19</b> |
| Sales Tax                        |  | 3.06  |           |
| <b>Total: (02)</b>               |  | 12.11 |           |
| <b>5</b> Current Billing:        |  | 79.59 |           |

More account information on back.

**Important information on the back too!** Look on the back of your statement for a graph depicting your electricity use during the last twenty five months, space to report an address change, information explaining how you may pay by credit card, and other special messages.