

9. 49. 2010 YKK

EL01-028

EL01-028

DOCKET NO. _____

In the Matter of _____
 _____ IN THE MATTER OF THE FILING BY _____
 _____ OTTER TAIL POWER COMPANY FOR _____
 _____ APPROVAL OF ITS UPDATED _____
 _____ CUSTOMER INFORMATION _____
 _____ BROCHURE _____

Public Utilities Commission of the State of South Dakota

DATE	MEMORANDA
11/6/01	<i>Filed and Accepted;</i>
11/8/01	<i>Public Hearing;</i>
11/30/01	<i>Revised Brochure;</i>
12/20/01	<i>Order Granting Approval;</i>
12/20/01	<i>Docket Closed.</i>

1. 49. 261-0

EL01-028

215 South Cascade Street
PO Box 496
Fergus Falls, Minnesota 56548-0496
218 739-8200
www.otpc.com (web site)

November 2, 2001

Ms. Deb Elofson, Director
South Dakota Public Utilities Commission
State Capitol
500 East Capitol Street
Pierre SD 57501-5070

RECEIVED

NOV 06 2001



SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

Dear Ms. Elofson:

RE: Customer Information Sign, Brochure and Rate Information Summaries

Enclosed for approval are an original and ten (10) copies of Otter Tail Power Company's updated customer information sign and red-lined versions of the customer information brochure and rate information summaries pursuant to South Dakota Procedure Rules for Public Utilities 20:10:16:01 to 20:10:16:03. The updated sign will be displayed in the utility offices open to the general public and the customer information brochures and rate information summaries will be distributed to all new customers and any existing customer upon request.

The customer information sign has been updated to include Otter Tail Power's new customer service telephone number. This filing includes signs for each of the Otter Tail Power Company offices that serve South Dakota communities.

The customer information brochure has been updated to include Otter Tail Power's new customer service telephone number, web site address and includes all the payment methods currently offered. Other changes to the customer information brochure include moving the address of the South Dakota Public Utilities Commission to follow the reconnection policy section, changing the language regarding contacting the service representative directly to contacting your local Otter Tail Power office and changes to the how to read your bill section. The updates to the how to read your bill section include updating to the cost of energy language under item number 10 and two new items to reference the credit card data and the access code for using online services. There were also grammatical changes throughout the brochure.

The rate information summaries have been updated to include Otter Tail Power's new customer service telephone number and web site address.

If you have any questions, please contact me at 218-739-8289.

Very truly yours,

Bernadeen Brutlag

Bernadeen Brutlag
Manager, Regulatory Services

Enclosures

An Equal Opportunity Employer

NOTICE TO OUR SOUTH DAKOTA CUSTOMERS

1. Customer information regarding rules, regulations and electric rate schedules are available at this office.
2. Inquiries, requests or complaints will be received at this office 8 a.m. to 5 p.m. Monday through Friday. The cashier will direct you to the proper party. Otter Tail Power Company, Milbank, after hours call:
605-432-4579 or 1-800-257-4044
3. The South Dakota Public Utilities Commission regulates our Company. The Commission is available for mediation upon written request. Their address is:
**State Capitol
500 East Capitol Street
Pierre SD 57501**

Telephone: **605-773-3201 or 1-800-332-1782**

**Otter Tail Power Company
404 South 2nd Street
PO Box 392
Milbank SD 57252-0392**

NOTICE TO OUR SOUTH DAKOTA CUSTOMERS

1. Customer information regarding rules, regulations and electric rate schedules are available at this office.
2. Inquiries, requests or complaints will be received at this office 8 a.m. to 5 p.m. Monday through Friday. The cashier will direct you to the proper party. Otter Tail Power Company, Oakes, after hours call:
701-742-2122 or 1-800-257-4044

3. The South Dakota Public Utilities Commission regulates our Company. The Commission is available for mediation upon written request. Their address is:
**State Capitol
500 East Capitol Street
Pierre SD 57501**

Telephone: **605-773-3201 or 1-800-332-1782**

**Otter Tail Power Company
103 South 5th
PO Box 410
Oakes ND 58474-0410**

NOTICE TO OUR SOUTH DAKOTA CUSTOMERS

1. Customer information regarding rules, regulations and electric rate schedules are available at this office.
2. Inquiries, requests or complaints will be received at this office 8 a.m. to 5 p.m. Monday through Friday. The cashier will direct you to the proper party. Otter Tail Power Company, Wahpeton, after hours call:
701-642-6684 or 1-800-257-4044
3. The South Dakota Public Utilities Commission regulates our Company. The Commission is available for mediation upon written request. Their address is:
**State Capitol
500 East Capitol Street
Pierre SD 57501**

Telephone: **605-773-3201 or 1-800-332-1782**

**Otter Tail Power Company
2111 15th Street North
PO Box 70
Wahpeton ND 58074-0070**

South Dakota Customer Information from



CUSTOMER SERVICE

Oter Tail Power Company customer service offices are from 8 A.M. to 5 P.M., Monday through Friday. Telephone customer service is available 24 hours a day, and limited service is available online at www.otpc.com.

Please notify your local Oter Tail Power Company office 48 hours prior to the date service is required. Contact your local Oter Tail Power Company office listed in your telephone directory or call 800-257-4044. You also can request service by visiting our web site at www.otpc.com. Oter Tail Power Company service representatives will respond to your service requests during normal business hours from 8 A.M. to 5 P.M. Monday through Friday.

EMERGENCY SERVICE

System outages or emergencies, such as those caused by storms or accidents, should be reported to us immediately. Oter Tail Power Company representatives will attend to interruptions of service day or night and on weekends or holidays. There is no charge for restoring service due to Tail Power Company's equipment failure.

To report outages or emergencies, notify Oter Tail Power Company at the number listed in your local phone book 800-257-4044. Oter Tail Power Company accepts collected phone calls if you are reporting an outage or emergency.

Before calling to report an outage always check your own and appliances to be sure the problem isn't with your equipment. For example, if your electric range quits working but your other appliances function normally, please call your appliance dealer or appliance repair shop. If you call Oter Tail Power Company and the problem is not with our equipment we may bill you for a minimum of two hours of overtime after-hours call-out.

HOW TO READ YOUR STATEMENT

1. Address and phone number of the Oter Tail Power Company office serving your account.
2. Customer's name and mailing address.
3. The address at which you receive service. This may differ from your billing address.
4. Date of the statement.
5. Due date payment is due.
6. Date late-payment charge applies.
7. The total amount due is printed on the part of the statement you return with your payment as well as on the portion you retain for your records.
8. Indicates type of service.
9. Service dates of this billing.
10. The difference between last month's reading (previous) and this month's reading (present) is the amount of kilowatt-hours (kwh) consumed this billing.
11. Details the steps of the rate based on the KWH consumed.
12. The cost of our fuel, and the power we purchase from other suppliers for delivery to you, fluctuates beyond our control. Therefore, the Public Utilities Commission has approved a formula whereby certain of these costs above or below a predetermined level are added to or subtracted from customer bills.
13. State of South Dakota sales tax.
14. Your account number.
15. Credit card payment information.
16. Personal access code for using online services.

Energy State Donation 5

Oter Tail
404 2ND ST S
PO BOX 392
MILBANK SD 57252-0392

15 If paying by credit card, please supply the following information:
Card Type: MasterCard VISA Discover
Card Number: [XXXXXXXXXXXXXXXXXXXX]
Expiration Date: [MM/YY-YY]
Signature: [_____
Service Number: [_____
Billing Address (if different from the same as bill address): [_____
City: [_____] State: [_____] Zip: [_____] Phone: [_____] Fax: [_____] E-mail: [_____]

20002
14 15140296078
MAYRY CUSTOMER
1234 ELM ST E
ANYTOWN SD 57252-0496

5 Due Date: May 24, 2001
Amount Due: \$147.10

3 15-123456
1234 ELM ST E
ANYTOWN SD 57252

Please return this statement with your payment. If paying in person, bring the entire bill. 15 02 978 123456-2 \$147.10

Oter Tail
Power Company

We're here to answer any questions, concerns, or complaints you might have about your bill. Call us at 605-432-4579, or toll free at 1-800-257-4044. Visit or write our office at 404 2ND ST S, PO BOX 392, MILBANK SD 57252-0392. www.otpc.com

14 Account Number: 15-123456 Access Code: 1241
MAYRY CUSTOMER
1234 ELM ST E
ANYTOWN, SD 57252

7 Previous Balance: 68.12
Late Payment Charge: 1.02
Current Billing: 75.96
Amount Due: \$147.10

4 Billing Dates: May 01, 2001

6 If payment is not credited to your account by May 21, 2001, a late payment charge of 1.5% (18% per year) plus \$2.00 will be charged.

8 Account Detail

9 01. Residential Use and Wtr Hrg	1772	10	02. Other Charges/Credits	
04/30/01 Reading	751		Energy Adjustment	620
03/29/01 Reading			1071 kwh @ .00061	2.02
			Sales Tax	
11 Kilowatt Hours Used	1021			
Customer Charge	5.80			
200 kwh at .07579	15.16			
150 kwh at .06153	51.62			
21 kwh at .05129	1.08			

Total (01) 73.66

Total (02) 2.30

Current Billing 75.96

More account information on back.



Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided (primarily thermal storage) Contact nearest Otter Tail Power Company service representative for application of various options

Rate 1-035: Rate Code 197
Penalty 199

Rate: Customer charge @ \$1.75 plus all kwh @ 5.869¢ each

Penalty: All kwh @ 11.50¢ per kwh in addition to off-peak charge

Monthly minimum charge: \$1.75

Cost-of-energy adjustment

A variable charge added to or deducted from the bill each month, depending upon current fuel and purchased-power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.

Rate: \$15 for each customer connection.

Late-payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor costs for reconnection outside of regular business hours will be required. A cash deposit also may be required.

NSF check charge

A \$10 charge will apply if the bank returns a customer's check because of nonsufficient funds.

June 2, 001

Rate information

**South Dakota
electric rate schedules**

Residential service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

The schedules indicated in this folder do not include sales tax or cost-of-energy adjustment charges.

More specific detail on rates and regulations concerning your electric service is available from your local Otter Tail Power Company office at 1-800-257-4044 or visit our website at www.otdco.com. Upon request Otter Tail Power Company will assist you in determining billing for specific load conditions under various rate schedules.



Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided. (Primarily thermal storage.) Contact nearest Oter Tail Power Company service representative for application of various options.

Rate I-03M: Rate Code 197
Penalty 199

Rate: Customer charge @ \$1.75 plus Energy: All kwh used Per month @ \$3.699
Penalty: All kwh @ 11.50¢ in addition to off-peak charge.

Monthly minimum charge: \$1.75

Water heating (off-peaks)

Rate R-91M: Rate Code 191

Application: Service to water heaters of 40 or more gallons with heating elements of not less than 50 watts nor more than 150 watts per gallon. Minimum of 10 hours service available in a 24-hour period.

Rate: Customer charge @ \$1.60
All kwh used per month @ \$.485¢ each

Monthly minimum charge: \$1.60

Cost-of-energy adjustments

A variable charge added to or deducted from the bill each month depending upon current fuel and purchased power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.

Rate: \$15 for each customer connection.

Late payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor cost for reconnection outside regular business hours will be required. A cash deposit also may be required.

NSF check charge

A \$10.00 charge will apply if the bank returns a customer's check because of nonsufficient funds.

Rate information

South Dakota electric rate schedules

Commercial and general service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

The schedules indicated in this folder do not include sales tax or cost-of-energy adjustment charges.

More specific detail on rates and regulations concerning your electric service is available from your local Oter Tail Power Company office at 1-800-257-4034 or visit our website at www.otalpco.com. Upon request Oter Tail Power Company will assist you in determining billing for specific load conditions under various rate schedules.

June 2001



Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided. (Primarily thermal storage.) Contact nearest Otter Tail Power Company service representative for application of various options.

Rate 1035: Rate Code 197
Penalty 190

Rate: Customer charge @ \$1⁷⁵ plus Energy: All kwh @ \$3.69¢ each
Penalty: All kwh @ 11.50¢ per kwh in addition to off-peak charge

Monthly minimum charge: \$1⁷⁵

Irrigation service

Rate M-035: Rate Codes Option I 703
Option II 706
Off-peak 705
Intermediate 701
On-peak 701

Application: Service to customers for pumping water to irrigate land during the irrigation season—April 15 to November 1—subject to specific regulations regarding irrigation pumping.

Rate: Annual fixed charge equal to 18% of the Company's investment costs resulting from the added irrigation pumping load. Billed in five equal monthly installments from May through September of each year plus:

Option 1: Connected load charge: .15¢ per hp per month (May - September)
and
Energy charge: All kwh @ \$3.822¢ each
or

Option 2: Off-peak energy @ 2.891¢ per kwh
Intermediate-peak energy @ 6.227¢ per kwh
On-peak energy @ 8.785¢ per kwh

Time and temperature are the controlling factors in determining which energy charges are applicable. Contact the nearest Otter Tail Power Company service representative for details.

Cost-of-energy adjustment

A variable charge added to or deducted from the bill each month, depending upon current fuel and purchased-power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.

Rate: \$15 for each customer connection.

Late-payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor cost for reconnection outside regular business hours will be required. A cash deposit also may be required.

NSF check charge

A \$10 charge will apply if the bank returns a customer's check because of nonsufficient funds.

Rate information

South Dakota electric rate schedules

Farm service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

The schedules indicated in this folder do not include sales tax or cost-of-energy adjustment charges.

More specific detail on rates and regulations concerning your electric service is available from your local Otter Tail Power Company office at 1-800-257-4044 or visit our website at www.ottdco.com. Upon request Otter Tail Power Company will assist you in determining billing for specific load conditions under various rate schedules.

June 2001

0162949
215 South Cascade Street
PO Box 496
Fergus Falls, Minnesota 56538-0496
218 739-8200
www.otpc.com (web site)

November 27, 2001



Ms. Heather K. Forney
Utility Analyst
South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol Avenue
Pierre, SD 57501-0570

RE: EL01-028 In the Matter of the Filing by Otter Tail Power Company for
Approval of its Updated Customer Information Brochure

Dear Ms. Forney:

Enclosed are responses to the five data requests contained in your letter of
November 13, 2001.

If you have further questions, don't hesitate to contact me at (218) 739-8289 or
bbrutlag@otpc.com.

Yours very truly,

A handwritten signature in cursive script that reads "Bernadeen Brutlag".

Bernadeen Brutlag
Manager, Regulatory Services

Encs.

RECEIVED

NOV 30 2001

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

01629410

STATE OF SOUTH DAKOTA
PUBLIC UTILITIES COMMISSION

Otter Tail Power Company
Docket Number: EL01-028

Response to Data Request

Date of Request: November 13, 2001

Response Due:

Analyst Requesting Information: Heather K. Forney, Utility Analyst
South Dakota Public Utilities Commission

Response to Data Request No. 1-1

- 1-1. It is Staff's position that the customer information sign does not need to be approved by the Commission.

Otter Tail Power Company accepts the Staff's position. Thank you.

Response by: Bernadeen Brullag

List sources of information:

Title: Manager, Regulatory Services

Department: Regulatory Services

Telephone: 218-739-8289

STATE OF SOUTH DAKOTA
PUBLIC UTILITIES COMMISSION

Otter Tail Power Company
Docket Number: EL01-028

Response to Data Request

Date of Request: November 16, 2001

Response Due:

Analyst Requesting Information: Heather K. Forney, Utility Analyst
South Dakota Public Utilities Commission

Response to Data Request No. 1-2

1-2. Please see redlined copies of the brochures for Staff's requested changes.

Otter Tail accepts Staff's suggested changes. Revised copies of the rate information brochures with the suggested changes are enclosed.

Response by: Bernadeen Brutlag

List sources of information:

Title: Manager, Regulatory Services

Department: Regulatory Services

Telephone: 218-739-8289

01629412

STATE OF SOUTH DAKOTA
PUBLIC UTILITIES COMMISSION

Otter Tail Power Company
Docket Number: EL01-018

Response to Data Request

Date of Request: November 16, 2001

Response Due:

Analyst Requesting Information: Heather K. Forney, Utility Analyst
South Dakota Public Utilities Commission

Response to Data Request No. 1-3

1-3. Under the "Late-payment Charge" section of the brochure, it states that any reconnection outside of business hours will be subject to a direct labor charge. Please clarify for Staff that "business hours" means 8 am to 5 pm Monday through Friday.

The revised copy of the rate information brochures includes language to clarify "business hours." The added statement reads "Regular business hours are Monday through Friday, 8 A.M. to 5 P.M."

Response by: Bernadeen Brutlag

List sources of information:

Title: Manager, Regulatory Services

Department: Regulatory Services

Telephone: 218-739-8289

016294
016294

STATE OF SOUTH DAKOTA
PUBLIC UTILITIES COMMISSION

Otter Tail Power Company
Docket Number: EL01-028

Response to Data Request

Date of Request: November 16, 2001 Response Due:

Analyst Requesting Information: Heather K. Forney, Utility Analyst
South Dakota Public Utilities Commission

Response to Data Request No. 1-4

1-4. It is Staff's understanding that a reconnection charge between 8 am and 5 pm Monday through Friday will cost the customer \$15 (with the possibility of a cash deposit as well). Please confirm this understanding.

The Staff's understanding is correct.

Response by: Bernadeen Brutlag

List sources of information:

Title: Manager, Regulatory Services

Department: Regulatory Services

Telephone: 218-739-8289



Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided. (Primarily thermal storage.) Contact nearest Oter Tail Power Company service representative for application of various options.

Rate 143S: Rate Code 197
Penalty 199

Rate: Customer charge @ \$1.75 plus
Energy: all kwh @ 4.569¢ per kwh

Penalty: All kwh @ 11.50¢ per kwh in addition to off-peak charge.

Monthly minimum charge: \$1.75

Cost-of-energy adjustment

A variable charge added to or deducted from the bill each month, depending upon current fuel and purchased-power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.
Rate: \$15 for each customer connection.

Late-payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor costs for reconnection outside of regular business hours will be required. Regular business hours are Monday through Friday, 8 a.m. to 5 p.m. A cash deposit also may be required.

NSF check charge

A \$10 charge will apply if the bank returns a customer's check because of nonsufficient funds.

June 2001

Rate information

**South Dakota
electric rate schedules**

Residential service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

The schedules indicated in this folder do not include sales tax or cost-of-energy adjustment charges.

More specific detail on rates and regulations concerning your electric service is available from your local Oter Tail Power Company office at 1-800-257-4044 or visit our website at www.oter.com. Upon request Oter Tail Power Company will assist you in determining billing for specific load conditions under various rate schedules.

01092004-115

Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided (Primarily thermal storage.) Contact nearest Otter Tail Power Company service representative for application of various options

Rate I03S: Rate Code 197
Penalty 199

Rate: Customer charge @ \$1.75 plus
Energy: All kwh @ 3.369¢ per kwh
Penalty: All kwh @ 11.50¢ per kwh in addition to off-peak charge.

Monthly minimum charge: \$1.75

Irrigation service

Rate M-03S: Rate Codes

Option I	703
Option II	
Off-peak	706
Intermediate	705
On-peak	704

Application: Service to customers for pumping water to irrigate land during the irrigation season—April 15 to November 1—subject to specific regulations regarding irrigation pumping.

Rate: Annual fixed charge equal to 18% of the Company's investment costs resulting from the added irrigation pumping load. Billed in five equal monthly installments from May through September of each year plus:

Option 1 - Connected load charge - 45¢ per hp per month (May - September)
and
Energy charge: All kwh @ 3.822¢ per kwh
or

Option 2 - Off-peak energy @ 2.891¢ per kwh
Intermediate-peak energy @ 6.227¢ per kwh
On-peak energy @ 8.785¢ per kwh

Time and temperature are the controlling factors in determining which energy charges are applicable. Contact the nearest Otter Tail Power Company service representative for details.

Cost-of-energy adjustment

A variable charge added to or deducted from the bill each month, depending upon current fuel and purchased-power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.

Rate: \$15 for each customer connection.

Late-payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor costs for reconnection outside of regular business hours will be required. Regular business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. A cash deposit also may be required.

NSF check charge

A \$10 charge will apply if the bank returns a customer's check because of nonsufficient funds.



Rate information

South Dakota electric rate schedules

Farm service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

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June 2001

Controlled service (deferred load)

Application: Approved permanently connected deferred loads served under the conditions provided. (Primarily thermal storage.) Contact nearest Otter Tail Power Company service representative for application of various options.

Rate I-03S: Rate Code 197
Penalty 199

Rate: Customer charge @ \$1.75 plus
Energy: All kwh used per month @ \$3.69¢ per kwh
Penalty: All kwh @ 11.50¢ in addition to off-peak charge

Monthly minimum charge: \$1.75

Water heating (Off-peak)

Rate R-91S: Rate Code 191

Application: Service to water heaters of 40 or more gallons with heating elements of not less than 30 watts nor more than 150 watts per gallon. Minimum of 10 hours service available in a 24-hour period.

Rate: Customer charge @ \$1.60

Energy: All kwh used per month @ \$3.485¢ per kwh

Monthly minimum charge: \$1.60

Cost-of-energy adjustments

A variable charge added to or deducted from the bill each month depending upon current fuel and purchased power costs. This charge is in addition to the foregoing rate schedules and is itemized separately on the service statement.

Customer connection charge

Applies to any new customer, name changes at existing points of service, and reconnection following temporary disconnection at the customer's request.

Rate: \$15 for each customer connection.

Late payment charge

Accounts paid late are subject to a late payment charge of 1.5 percent of the unpaid balance plus a collection charge of \$2. If disconnected for nonpayment, a reconnection charge consisting of the customer connection charge plus direct labor costs for reconnection outside of regular business hours will be required. Regular business hours are Monday through Friday, 8 A.M. to 5 P.M. A cash deposit also may be required.

NSF check charge

A \$10.00 charge will apply if the bank returns a customer's check because of nonsufficient funds.



Rate information

South Dakota electric rate schedules

Commercial and general service

This folder briefly summarizes rate schedules applicable to your type of service which have been a basis for billing since November 1, 1987.

The schedules indicated in this folder do not include sales tax or cost-of-energy adjustment charges.

More specific detail on rates and regulations concerning your electric service is available from your local Otter Tail Power Company office at 1-800-257-4044 or visit our website at www.otpc.com. Upon request Otter Tail Power Company will assist you in determining billing for specific load conditions under various rate schedules.

June 2001

011: 49: 261-0

South Dakota Public Utilities Commission
WEEKLY FILINGS
For the Period of November 1, 2001 through November 7, 2001

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this filing. Phone: 605-773-3705 Fax: 605-773-3809

CONSUMER COMPLAINTS

CT01-049 In the Matter of the Complaint filed by *Ida Lagge, Scotland, South Dakota*, against *MCI WorldCom* Regarding Unauthorized Switching of Services.

Complainant states that she continuously receives calls from MCI asking her to change her long distance service to MCI. Each time Complainant states that she told the caller that she did not want to change providers. To Complainant's knowledge, she did not change her long distance provider to MCI. Complainant became aware that her long distance had been changed when she attempted to make a long distance call and she had no long distance service on her line. Complainant requests that the Commission review the tape of her conversation with the MCI representative and put sanctions on MCI. Complainant also requests that all charges be removed and that she be awarded \$1,500.00 from MCI for the undue harassment, mental anguish and the many sleepless nights they have caused her.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 11/06/01
Intervention Deadline: N/A

CT01-050 In the Matter of the Complaint filed by *Margaret Underwood, Pierre, South Dakota*, against *Talk America, Inc.* Regarding Failure to Cancel Telecommunications Services.

Complainant states that she is receiving unauthorized billings by Talk America, Inc. Complainant further states that the company told her that they would remove the monthly charge and refund her money, but on the next bill she was charged again and not given a refund. Complainant states she wants the account closed and a complete refund of all charges.

Staff Analyst: Charlene Lund
Staff Attorney: Kelly Frazier
Date Docketed: 11/07/01
Intervention Deadline: N/A

ELECTRIC

EL01-026 In the Matter of the Filing by *Otter Tail Power Company* for Approval of an Electric Service Agreement for the Supply of Bulk Interruptible Power between *Otter Tail Power Company* and *Valley Queen Cheese Factory, Inc.*

On November 2, 2001, the Commission received a filing from Otter Tail Power Company in accordance with South Dakota Codified Law 49-34A. The Agreement is entered into pursuant to Otter Tail's Bulk Interruptible Service Tariff, as on file with the Commission.

Staff Analyst: Dave Jacobson
Staff Attorney: Kelly Frazier
Date Docketed: 11/02/01
Intervention Deadline: 11/23/01

EL01-027 In the Matter of the Filing by Otter Tail Corporation Regarding its Notification of Intent to Apply for a Permit for an Energy Conversion Facility.

The Commission has received a notification of intent to submit an application for a Permit for an Energy Conversion Facility from Otter Tail Power Company. The Notice of Intent describes the proposed facility, the projected costs, the social and economic impact from the proposed project, a list of the chairpersons in the affected area, and the timeline of the project.

Staff Analyst: Michele Farris
Staff Attorney: Karen Cremer
Date Docketed: 11/05/01
Intervention Deadline: 11/30/01

EL01-028 In the Matter of the Filing by Otter Tail Power Company for Approval of its Updated Customer Information Brochure.

Application by Otter Tail Power Company requesting approval of revisions to its customer information sign and customer information brochure. The proposed revisions include a new customer information telephone number and web site address, relocation of certain information, changes to the section explaining to customers how to read their bill, and certain grammatical changes.

Staff Analyst: Heather Forney
Staff Attorney: Kelly Frazier
Date Docketed: 11/06/01
Intervention deadline: 11/23/01

TELECOMMUNICATIONS

TC00-191 In the Matter of the Filing by Qwest Corporation for Approval of its Statement of Generally Available Terms and Conditions.

On November 22, 2000, Qwest Corporation filed its original Statement of Generally Available Terms and Conditions (SGAT) with the Commission pursuant to Section 252(f) of the Telecommunications Act of 1996 (the Act). At its December 12, 2000, meeting, the Commission granted intervention to AT&T Communications of the Midwest, Inc., McLeodUSA Telecommunications Services, Inc. and Midcontinent Communications. The Commission on January 17, 2001, voted to not approve or disapprove Qwest's SGAT at that time but to allow it to go into effect pursuant to 47 U.S.C. Section 252(f). On November 5, 2001, Qwest filed an updated SGAT which "is generally intended to be consistent with the Seven State Process Facilitator's recommendations, with the exception of those recommendations that Qwest has challenged in individual state commissions....The current filing also incorporates language related to the same checklist items that the parties have agreed to, or that was required, in other states." Qwest requests that the Commission consider this SGAT "as the baseline document for any further proceedings in this docket. Qwest respectfully requests that the Commission allow this version of the SGAT to go into effect within 60 days, pursuant to Section 252(f)(3)(B) of the Act."

Commission Contact: Deb Elofson
Date Filed: 11/05/01
Intervention Deadline: 11/21/01

TC01-167 In the Matter of American Telecommunications Enterprise, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

TC01-168 In the Matter of Cash Back Rebates LD.com f/k/a Common Concerns, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

TC01-169 In the Matter of CRG International, Inc. d/b/a Network One's Failure to Submit a

TC01-188 In the Matter of Xtracom, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

The above companies shall appear on 12/12/01, at 3:00 p.m. in the Cactus Conference Room, State Capitol Building, Pierre, SD, to show cause why action should not be taken against the company for failure to comply with SDCL Chapter 49-1A.

Deputy Executive Director: Sue Cichos
Staff Attorney: Karen Cremer

01-49-2610

Report and Pay the Gross Receipts Tax.

- TC01-170 In the Matter of Enhanced Communications Network, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-171 In the Matter of erbia Network, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-172 In the Matter of Internet Telephone Company's Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-173 In the Matter of JATO Operating Two Corp.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-174 In the Matter of LDC Telecommunications, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-175 In the Matter of NewPath Holdings, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-176 In the Matter of Ozark Telecom, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-177 In the Matter of PAM Oil, Inc. d/b/a PAM Communications' Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-178 In the Matter of PNV, Inc. f/k/a PNV.net, Inc. f/k/a Park 'N View, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-179 In the Matter of ServiSense.com, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-180 In the Matter of SouthNet Telecomm Services, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-181 In the Matter of Special Accounts Billing Group, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-182 In the Matter of Telera Communications, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-183 In the Matter of Telcor Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-184 In the Matter of Telscape USA, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-185 In the Matter of Teltrust Communications Services, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-186 In the Matter of TotalAcess.com, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.
- TC01-187 In the Matter of Vee Em, Inc. f/k/a Speer Virtual Media, Ltd.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

TC01-188 In the Matter of Xtracom, Inc.'s Failure to Submit a Report and Pay the Gross Receipts Tax.

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Deputy Executive Director: Sue Cichos
Staff Attorney: Karen Cremer
Date Docketed: 11/07/01
Hearing Date: 12/12/01

TC01-189 In the Matter of the Filing for Approval of a Reciprocal Transport and Termination Agreement between Brookings Municipal Utilities d.b.a Swiftel Communications and McLeodUSA Telecom Development, Inc. and Dakota Community Telephone, Inc.

On November 7, 2001, a filing for approval of a reciprocal transport and termination agreement between Swiftel Communications (Swiftel) and McLeodUSA Telecom Development, Inc. (McLeod) and Dakota Community Telephone, Inc. (Dakota Telephone) was received by the Commission. According to the parties the Agreement is a negotiated agreement whereby the parties extend arrangements to one another allowing for the transport and termination of wireline to wireless and wireless to wireline traffic over each other's network and between each other's subscribers. McLeod and Dakota Telephone agree to offer these services to Swiftel as a CMRS. The parties also wish to establish an arrangement that compensates McLeod and Dakota Telephone for transiting traffic that originates on Swiftel's network and terminates on a third carrier's network. Any party wishing to comment on the Agreement may do so by filing written comments with the Commission and the parties to the Agreement no later than November 27, 2001. Parties to the Agreement may file written responses to the comments no later than twenty days after the service of the initial comments.

Staff Attorney: Kelly Frazier
Date Docketed: 11/07/01
Initial Comments Due: 11/27/01

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01623420

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE FILING BY OTTER) ORDER GRANTING
TAIL POWER COMPANY FOR APPROVAL OF) APPROVAL
REVISIONS TO ITS CUSTOMER)
INFORMATION BROCHURE) EL01-028

On November 6, 2001, Otter Tail Power Company (Otter Tail) filed with the South Dakota Public Utilities Commission (Commission) revisions to its customer information sign and customer information brochure. The proposed revisions include a new customer information telephone number and web site address, relocation of certain information, changes to the section explaining to customers how to read their bill, and certain grammatical changes. On November 30, 2001, Otter Tail filed further revisions.

At its regularly scheduled meeting of December 12, 2001, the Commission considered Otter Tail's request for approval of its revised customer information brochure. Commission Staff recommended approval.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-34A, specifically, 49-34A-3, 49-34A-4, 49-34A-27 and ARSD 20:10:16:02. Further, the Commission finds that the customer information brochure is in the public interest and shall be approved. It is therefore

ORDERED, that the customer information brochure is approved, as revised.

Dated at Pierre, South Dakota, this 20th day of December, 2001.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By: Michelle Kolbe

Date: 12/21/01

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

016249420

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE FILING BY OTTER) ORDER GRANTING
TAIL POWER COMPANY FOR APPROVAL OF) APPROVAL
REVISIONS TO ITS CUSTOMER)
INFORMATION BROCHURE) EL01-028

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The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.	
By:	<u>Helaine Kolbo</u>
Date:	<u>12/21/01</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

01629421

215 South Cascade Street
PO Box 496
Fergus Falls, Minnesota 56538 0496
218 739-8200
www.otpc.com (web site)

RECEIVED

MAY 30 2002

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

May 28, 2002



Deb Elofson, Executive Director
South Dakota Public Utilities Commission
State Capitol
500 East Capitol Street
Pierre, SD 57501-5070

**RE: SD PUC Docket EL01-028
Otter Tail Power Company's Approved Revisions to Its Customer
Information Brochure**

Dear Ms. Elofson:

Enclosed you will find an approved copy of Otter Tail Power Company's South Dakota Customer information Brochure. Otter Tail Power Company's Customer Service Brochure was approved on December 20, 2001 with an effective date of December 20, 2001.

If you have any questions regarding this filing, please contact me at 218-739-8838.

Sincerely,

A handwritten signature in cursive script that reads "Ron Spangler Jr.".

Ron Spangler Jr.
Senior Revenue Analyst
Regulatory Services Department
rlspangler@otpc.com

Enclosures

Cc: Bernadeen Brutlag, Manager, Regulatory Services

South Dakota
Customer Information
from



CUSTOMER SERVICE

OTter Tail Power Company customer service offices are open from 8 a.m. to 5 p.m., Monday through Friday. Telephone customer service is available 24 hours a day, and limited service is available online at www.otter.com.

Please notify your local OTter Tail Power Company office 48 hours prior to the date service is required. Contact your local OTter Tail Power Company office listed in your telephone directory or call 800-257-4044. You also can request service by visiting our web site at www.otter.com. OTter Tail Power Company service representatives will respond to your service requests during normal business hours from 8 a.m. to 5 p.m. Monday through Friday.

EMERGENCY SERVICE

System outages, equipment failures, gas leaks, or other safety hazards should be reported to your local OTter Tail Power Company office immediately. OTter Tail Power Company investigations will attempt to identify the cause of the problem and on weekends or holidays there is no charge for restoring service due to OTter Tail Power Company equipment failure.

To report outages or emergencies, notify OTter Tail Power Company at the number listed in your local phone book or call 800-257-4044. OTter Tail Power Company accepts collected phone calls if you are reporting an outage or emergency. Before calling to report an outage always check your own fuses and appliances. To be sure the problem isn't with your equipment for example, if your electric range quits working but your lights and other appliances function normally, please call your appliance dealer or appliance repair shop. If you call OTter Tail Power Company and the problem is not with our equipment, we may bill you for a minimum of two hours of overtime for an after-hours call-out.

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

RECEIVED
MAY 30 2002



OTter Tail
1000 W. 10th Street
Sioux Falls, SD 57104
800-257-4044

Statement for: **May 24, 2001**

Account Number: **1512245**

Service Address: **2410 W. 20th St**

City: **Sioux Falls, SD 57104**

Phone: **605-336-1234**

OTter Tail

Statement for: **May 24, 2001**

Account Number: **1512245**

Service Address: **2410 W. 20th St**

City: **Sioux Falls, SD 57104**

Phone: **605-336-1234**

OTter Tail

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Account Number: **1512245**

Service Address: **2410 W. 20th St**

City: **Sioux Falls, SD 57104**

- HOW TO READ YOUR STATEMENT**
1. ADDRESS AND PHONE NUMBER OF THE OWNER: If you have changed your address, please notify us by calling our customer service line.
 2. CREDIT CARD INFORMATION: If you have a credit card, please provide the card number and expiration date.
 3. THE ADDRESS OF WHERE YOU RECEIVE SERVICE: This is the address where we deliver our service.
 4. DATE OF THE STATEMENT
 5. OUR SERVICE PERIOD: This is the period of time we have provided service for.
 6. YOUR SERVICE PERIOD: This is the period of time you have received service for.
 7. THE SERVICE PERIOD: This is the period of time we have provided service for.
 8. THE SERVICE PERIOD: This is the period of time we have provided service for.
 9. THE SERVICE PERIOD: This is the period of time we have provided service for.
 10. THE SERVICE PERIOD: This is the period of time we have provided service for.
 11. Details the items of the rate based on the kWh consumed.
 12. The cost of gas fuel and the power are purchased from other utilities for delivery to you. Includes demand charges. In addition, the Public Utilities Commission has approved a formula whereby certain components of the rate are based on a predetermined rate of return on investment.
 13. State of South Dakota Public Law
 14. Your account number
 15. Credit card payment information
 16. Personal agent card for delivery and service

Account Detail	Amount	Balance
01. Residential Line and Wire Fee	1.00	1.00
02. Other Charges/Credits	1.00	2.00
03. Residential Line and Wire Fee	1.00	3.00
04. Residential Line and Wire Fee	1.00	4.00
05. Residential Line and Wire Fee	1.00	5.00
06. Residential Line and Wire Fee	1.00	6.00
07. Residential Line and Wire Fee	1.00	7.00
08. Residential Line and Wire Fee	1.00	8.00
09. Residential Line and Wire Fee	1.00	9.00
10. Residential Line and Wire Fee	1.00	10.00
11. Residential Line and Wire Fee	1.00	11.00
12. Residential Line and Wire Fee	1.00	12.00
13. Residential Line and Wire Fee	1.00	13.00
14. Residential Line and Wire Fee	1.00	14.00
15. Residential Line and Wire Fee	1.00	15.00
16. Residential Line and Wire Fee	1.00	16.00
17. Residential Line and Wire Fee	1.00	17.00
18. Residential Line and Wire Fee	1.00	18.00
19. Residential Line and Wire Fee	1.00	19.00
20. Residential Line and Wire Fee	1.00	20.00
21. Residential Line and Wire Fee	1.00	21.00
22. Residential Line and Wire Fee	1.00	22.00
23. Residential Line and Wire Fee	1.00	23.00
24. Residential Line and Wire Fee	1.00	24.00
25. Residential Line and Wire Fee	1.00	25.00
26. Residential Line and Wire Fee	1.00	26.00
27. Residential Line and Wire Fee	1.00	27.00
28. Residential Line and Wire Fee	1.00	28.00
29. Residential Line and Wire Fee	1.00	29.00
30. Residential Line and Wire Fee	1.00	30.00
31. Residential Line and Wire Fee	1.00	31.00
32. Residential Line and Wire Fee	1.00	32.00
33. Residential Line and Wire Fee	1.00	33.00
34. Residential Line and Wire Fee	1.00	34.00
35. Residential Line and Wire Fee	1.00	35.00
36. Residential Line and Wire Fee	1.00	36.00
37. Residential Line and Wire Fee	1.00	37.00
38. Residential Line and Wire Fee	1.00	38.00
39. Residential Line and Wire Fee	1.00	39.00
40. Residential Line and Wire Fee	1.00	40.00
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45. Residential Line and Wire Fee	1.00	45.00
46. Residential Line and Wire Fee	1.00	46.00
47. Residential Line and Wire Fee	1.00	47.00
48. Residential Line and Wire Fee	1.00	48.00
49. Residential Line and Wire Fee	1.00	49.00
50. Residential Line and Wire Fee	1.00	50.00
51. Residential Line and Wire Fee	1.00	51.00
52. Residential Line and Wire Fee	1.00	52.00
53. Residential Line and Wire Fee	1.00	53.00
54. Residential Line and Wire Fee	1.00	54.00
55. Residential Line and Wire Fee	1.00	55.00
56. Residential Line and Wire Fee	1.00	56.00
57. Residential Line and Wire Fee	1.00	57.00
58. Residential Line and Wire Fee	1.00	58.00
59. Residential Line and Wire Fee	1.00	59.00
60. Residential Line and Wire Fee	1.00	60.00
61. Residential Line and Wire Fee	1.00	61.00
62. Residential Line and Wire Fee	1.00	62.00
63. Residential Line and Wire Fee	1.00	63.00
64. Residential Line and Wire Fee	1.00	64.00
65. Residential Line and Wire Fee	1.00	65.00
66. Residential Line and Wire Fee	1.00	66.00
67. Residential Line and Wire Fee	1.00	67.00
68. Residential Line and Wire Fee	1.00	68.00
69. Residential Line and Wire Fee	1.00	69.00
70. Residential Line and Wire Fee	1.00	70.00
71. Residential Line and Wire Fee	1.00	71.00
72. Residential Line and Wire Fee	1.00	72.00
73. Residential Line and Wire Fee	1.00	73.00
74. Residential Line and Wire Fee	1.00	74.00
75. Residential Line and Wire Fee	1.00	75.00
76. Residential Line and Wire Fee	1.00	76.00
77. Residential Line and Wire Fee	1.00	77.00
78. Residential Line and Wire Fee	1.00	78.00
79. Residential Line and Wire Fee	1.00	79.00
80. Residential Line and Wire Fee	1.00	80.00
81. Residential Line and Wire Fee	1.00	81.00
82. Residential Line and Wire Fee	1.00	82.00
83. Residential Line and Wire Fee	1.00	83.00
84. Residential Line and Wire Fee	1.00	84.00
85. Residential Line and Wire Fee	1.00	85.00
86. Residential Line and Wire Fee	1.00	86.00
87. Residential Line and Wire Fee	1.00	87.00
88. Residential Line and Wire Fee	1.00	88.00
89. Residential Line and Wire Fee	1.00	89.00
90. Residential Line and Wire Fee	1.00	90.00
91. Residential Line and Wire Fee	1.00	91.00
92. Residential Line and Wire Fee	1.00	92.00
93. Residential Line and Wire Fee	1.00	93.00
94. Residential Line and Wire Fee	1.00	94.00
95. Residential Line and Wire Fee	1.00	95.00
96. Residential Line and Wire Fee	1.00	96.00
97. Residential Line and Wire Fee	1.00	97.00
98. Residential Line and Wire Fee	1.00	98.00
99. Residential Line and Wire Fee	1.00	99.00
100. Residential Line and Wire Fee	1.00	100.00

01162N.94.222

YOUR ELECTRIC METER

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

In addition to the customer-oriented testing program, any customer may request a special meter test. The following table governs special meter tests:

- a. If a request is made within one year after a previous request, the company may require the residential customer to pay a deposit of \$10.00 prior to the test. Nonresidential customers may pay a deposit amount depending upon the type of meter and class of service.
- b. The deposit shall be refunded only if the meter is found to have an unacceptable error of 2 percent or more.
- c. The customer may be present or have a representative present when the meter test is conducted.
- d. Otter Tail Power Company will give its report to the customer within one week. The report will specify the test results as well as other relevant metering information.

METER READING AND ESTIMATES

We read residential meters every other month as a method of holding down costs. When we do not read your meter we automatically remove your consumption history and estimate your meter reading. Estimated readings are indicated on your statements.

EVEN MONTHLY PAYMENT

Even Monthly Payment is a system that features an average monthly payment amount. EMP averages the high winter bills with the lower summer bills so that the household budget is more able to accommodate seasonal fluctuation in consumption. Each monthly electric service statement will contain the complete billing detail as well as the amount of your EMP. There is an annual "settle up" month, so you still pay only for the kilowatt-hours you actually use in a year.

READY CHECK

Ready Check is bill payment system under which Otter Tail Power Company sends your electric service statement to your bank, and your bank remits funds to Otter Tail Power Company from your checking account. With Ready Check you don't have to write out a check to us each month or pay the postage to mail in your payment.

ASSURANCE OF PAYMENT

Otter Tail Power Company is obligated to supply service to new customers. However, Otter Tail Power Company does have certain guidelines to assure payment. This is only fair to our other customers and to the company.

When deposits are required, the amount shall not exceed one sixth of the estimated annual bill as authorized by the South Dakota Public Utilities Commission.

Otter Tail Power Company pays 7 percent simple interest per annum on all customer deposits. Interest begins accruing the day we receive 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 each customer's bill in December.

Customer deposits are refunded

- After you have established satisfactory credit.
- When your final bill is deducted from your deposit. The remaining amount is refunded with your final bill.

In lieu of a deposit, Otter Tail Power Company may accept a contract signed by a guarantor who guarantees payment of your electric service bill. The guarantor can be a friend, relative, business associate, or other person satisfactory to Otter Tail Power Company. The guarantor then is responsible for the customer's electric service billing, up to a sum specified in the contract, if the customer fails to pay the bill when due.

In lieu of a deposit or a guarantor, early payment of bills may be applied. Under this payment plan, early disconnection shall be proper when a customer fails to pay a bill within a minimum of five working days.

PAYMENTS

We prepare itemized electric service statements monthly. Electric service bills not paid by the next billing date are subject to late payment charges. Several payment options exist including paying in person, by mail, by Ready Check, at a drop box or remittance location, by credit card (some limits apply), or by paying online using the ePay program. You can find a list of drop box addresses and remittance locations on our web site.

DISCONNECTION FOR NONPAYMENT

Otter Tail Power Company tries to avoid disconnection because it indicates a breakdown in efforts to solve a problem. However, disconnection of service for nonpayment may become necessary. Otter Tail Power Company is obligated to all ratepayers as well as stockholders to keep bad debts at the lowest possible level.

Prior to disconnection, we send a disconnect notice via first-class mail to the mailing address. 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. The disconnect notice explains the reason for disconnection, the date of disconnection, the procedure to avoid the disconnect, and the amount Otter Tail Power Company charges for reconnection.

An additional 30 days is added for residential customers before disconnection between November 1 and March 31.

OTHER DISCONNECTIONS

Service may be disconnected for reasons other than nonpayment of electric service bills. Some examples of types of disconnections with notice involve:

- Failure to grant the utility access to read meters, inspect the utility's facilities, and conduct investigations for hazardous conditions.
- Failure to pay an increased deposit or a deposit.

RECONNECTION POLICY

When service has been disconnected for a valid cause and the condition is corrected, Otter Tail Power Company may, in addition to restoring service, charge a customer a reconnection fee based on the cost of reconnection. When service has been disconnected for nonpayment, the following conditions apply:

- The delinquent electric service bill must be paid in full, including late-payment charges.
- A reconnection charge must be paid, plus additional direct labor charges for overtime if the reconnection was made outside regular working hours.
- New deposit or assurance of payment requirements must be met.

When service has been disconnected due to a hazardous condition, there is no 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 or 800-332-1782.

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 under the division office serving them.

Milbank, SD—phone 605-437-4579 or 800-257-4044

Abee	Clemens	Roslyn
Astoria	Hammer	Rutland
Brandt	Hayti	Sisseton
Bruce	Holland	South Shore
Bushnell	Hillhead	Stockholm
Castlewood	La Bate	Strandburg
Clare City	Lake City	Summit
Clear Lake	Lake Norden	Trent
Corona	Lake Preston	Trent
Dampster	Marvin	Troy
Die Snel	Milbank	Twin Brooks
Egan	Nunda	Veblen
Elston	Ogden	Ward
Erwin	Oriskany	Waubay
Gary	Peever	Wentworth
	Revere	Wintner

Dakota, ND—phone 701-742-2122 or 800-257-4044

Britton	Newark
Kudler	

Wahpeton, ND—phone 701-642-6684 or 800-257-4044

New Ellington	Victor
Rosholt	White Rock