

Fergus Falls, Minnesota (Continued)

Third Revised Sheet No. 2 Cancelling Second Revised Sheet No. 2

## **Electric Service - South Dakota - Index**

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4.03	Estimated Readings
4.04	Meter Testing
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## Electric Service - South Dakota - Index

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Transmission Cost Recovery Rider

13.05

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## South Dakota P.U.C. Volume II General Rules and Regulations – Section 1.05 ELECTRIC RATE SCHEDULE

**Contracts, Agreements and Sample Forms** 

Fergus Falls, Minnesota

Third Revised Sheet No. 11 Cancelling Second Revised Sheet No. 11

(Continued)

## **ELECTRIC SERVICE STATEMENT**

	01 0 4	0000				
	Check for ma (see reverse s		ress change Energy Share Donatio	n \$	404.5 PO B	TER TAIL DWER COMPANY 2 2ND ST OX 392
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	*********		US 70 200 1000 100			
			ullumbllambllmll	Amount I	-	This is a Ready Check account. The amount paid by your bank this month was \$222.55.
	Your payment is recorded upor	receipt.	Please allow sufficient mailing	time.COP	15 - 04 - 128 15-12	<u>3456-9</u> \$222.55
		s Code:			O <sub>p</sub>	TER TAIL OWER COMPANY
	1234 ELM ST E ANYTOWN, SD 57252			122. 49 222. 55	We're here to answer a concerns, or complaint have about your bill. Call us at 605-432-45' 1-800-257-4044. Visit or write our offi	s you might 79, or toll-free at
	Billing Date: Dec 06, 2011		Amount Due: \$22	2. 55	404 S 2ND ST PO BOX 392 MILBANK SD 5	7252-0392
990001	Account Detail 01. Residential Service 12/05/11 Reading 10/31/11 Reading	26189 25305	02. SM DF-Short-duration Cy 12/05/11 Reading 10/31/11 Reading	veling ( 46884 43752	03. Other Charges/Cr Energy Efficiency Adj Transmission	
	Kilowatt Hours Used	884	Kilowatt Hours Used	3132	Cost Recovery Energy Adjustment	2. 27
	Customer Charge 500 kwh at .05819 384 kwh at .05260	8. 00 29. 10 20. 20	Customer Charge Facilities Charge 3132 kwh at .01386	2. 00 5. 00 43. 41	44 kwh @ .02338 Outdoor Lighting 44 kwh	1. 03 6. 52
	Energy Adjustment 884 kwh @ .02338	20. 67	Energy Adjustment 3132 kwh @ .02338	73. 23	Sales Tax	8. 56
86						
on.	Total: (01)	77. 97	Total: (02)	123, 64	Total: (03)	20. 94
15 - 123456-9					Current Billing:	222. 55
15 - 12					More account info	mation on back.



# South Dakota P.U.C. Volume II General Rules and Regulations – Section 1.05 ELECTRIC RATE SCHEDULE Contracts, Agreements and Sample Forms

Fergus Falls, Minnesota

Third Revised Sheet No. 13 Cancelling Second Revised Sheet No. 13

(Continued)

## ADJUSTED ELECTRIC SERVICE STATEMENT

	01 0 * 4	0000				
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	hldalladdadl		ullumbillumbilludi	Due Date	: <b>_Jan 19, 2012</b> Due: <b>\$406.72</b>	
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	of Your Account					Tour
-	[1E 1004E6] Acc	ess Code: 2653			POWER CO	
	1234 ELM ST E ANYTOWN, SD 57252		Previous Payment: 12/15/11	387. 80 406. 72	We're here to answer any que concerns, or complaints you r have about your bill.  Call us at 605-432-4579, or 1-800-257-4044.	night
Billing Date: Dec 29, 2011		Current Billing: Amount Due:	\$406.72	Visit or write our office at: 404 \$ 2ND \$T PO BOX 392 MILBANK SD 57252-0392		
					www.otpco.com	
01. Res	nt Detail dential Service 12/22/11 Reading 11/25/11 Reading	0 65201 61930	2. Dfrd Ld-Thrm Stg-Sh A12/22/11 Reading 11/25/11 Reading	t Dur Cyc 15250 12865	03. Other Charges/Credits Energy Efficiency Adj Transmission	3. 59
500 I	Kilowatt Hours Used Customer Charge (wh at .05819	3271 8. 00 29. 10	Kilowatt Hours Use Customer Charge Facilities Charge	3. 00 4. 00	Cost Recovery Energy Adjustment 44 kwh @ .02338 Outdoor Lighting	6. 42 1. 03 6. 52
2771 k 3271 k	cwh at .05260 Energy Adjustment cwh @ .02338	145. 75 76. 48	2385 kwh at .02156 Energy Adjustment 2385 kwh @ .02338	51. 42 55. 76	44 kwh Sales Tax	15. 65
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Fergus Falls, Minnesota

Second Revised Sheet No. 1 Cancelling First Sheet No. 1

## **MANDATORY RIDERS - APPLICABILITY MATRIX**

The amount of a bill for service will be modified by any Mandatory Rate Riders that must apply, and by any Voluntary Rate Riders selected by the Customer, and charges listed in the General Rules and Regulations.

regulations.				
OTTER TAIL POWER COMPANY  Applicability Matrix	Mandatory Riders	Fuel Adjustment Clause Rider	Energy Efficiency Partnership (EEP) Cost Recovery Rider	Transmission Cost Recovery Rider
Base Tariffs	Section Numbers	13.01	13.04	13.05
RESIDENTIAL & FARM SERVIC	ES			
Residential Service	9.01			
Residential Demand Control Service	9.02			
Farm Service	9.03			
GENERAL SERVICES				
Small General Service (Less than 20 kW)	10.01			
General Service (20 kW or Greater)	10.02			
General Service - Time of Use	10.03			
Large General Service	10.04			
Large General Service - Time of Day	10.05			
OTHER SERVICES				
Standby Service	11.01			
Irrigation Service	11.02			
Outdoor Lighting - Energy Only	11.03			
Outdoor Lighting	11.04			
Municipal Pumping Service	11.05			
Fire Sirens - Civil Defense	11.06			
Key:	√ = May apply	■ = Mandatory	□ = Not Applicable	

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## ELECTRIC RATE SCHEDULE Mandatory Riders – Applicability Matrix

Fergus Falls, Minnesota

Second Revised Sheet No. 2 Cancelling First Sheet No. 2

(Continued)

OTTER TAIL POWER COMPANY  Applicability Matrix	Mandatory Riders	Fuel Adjustment Clause Rider	Energy Efficiency Partnership (EEP) Cost Recovery Rider	Transmission Cost Recovery Rider
Base Tariffs	Section Numbers	13.01	13.04	13.05
MANDATORY RIDERS				
Fuel Adjustment Clause Rider	13.01			
Energy Efficiency Project (EEP) Rider	13.04			
Transmission Cost Recovery Rider	13.05			
VOLUNTARY RIDERS				
Water Heating - Controlled Service	14.01			
Real Time Pricing Rider	14.02			
Large General Service Rider	14.03	✓		
Controlled Service - Interruptible Load (CT Metering) Rider	14.04			
Controlled Service - Interruptible Load (Self-Contained Metering) Rider	14.05			
Controlled Service - Deferred Load Rider	14.06			
Fixed Time of Delivery Rider	14.07			
Air Conditioning Control Rider	14.08			
Renewable Energy Rider	14.09			
Released Energy Rider Bulk Interruptible Application and Pricing Guidelines Rider	14.11			
Key:	14.12 ✓ = May apply	■ = Mandatory	☐ = Not Applicable	



Fergus Falls, Minnesota

## First Revised Sheet No. 1 Cancelling Original Sheet No. 1

#### TRANSMISSION COST RECOVERY RIDER

DESCRIPTION	RATE
	CODE
Large General Service	71-510
Controlled Service	71-511
Lighting	71-512
All Other Service	71-513

**REGULATIONS:** Terms and conditions of this tariff and the General Rules and Regulations govern use of this schedule.

<u>APPLICATION OF SCHEDULE</u>: This rate schedule is applicable to any electric service under all of the Company's retail rate schedules.

<u>COST RECOVERY FACTOR</u>: There shall be included on each South Dakota Customer's monthly bill a Transmission Cost Recovery charge, which shall be calculated before any applicable municipal payment adjustments and sales taxes as provided in the General Rules and Regulations for the Company's electric service. The following charges are applicable in addition to all charges for service being taken under the Company's standard rate schedules.

## **RATE:**

TRANSMISSION COST RECOVERY						
Energy Charge per kWh:	kV	Vh	kW			
Large General Service (a)	0.083	¢/kWh	\$0.072			
<b>Controlled Service</b> (b)	0.020	¢/kWh	N/A			
Lighting (c)	0.108	¢/kWh	N/A			
All Other Service	0.180	¢/kWh	N/A			

- (a) Rate schedules 10.03 Large General Service Time of Use, 10.04 Large General Service 14.02 Real Time Pricing Rider and 14.03 Large General Service Rider.
- (b) Rate Schedules 14.01 Water Heating, 14.04 Interruptible Load (CT Metering), 14.05 Interruptible Load (Self-Contained Metering), 14.06 Deferred Load, and 14.07 Fixed Time of Service
- (c) Rate Schedules 11.03 Outdoor Lighting (energy only) and 11.04 Outdoor Lighting

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Fergus Falls, Minnesota

South Dakota P.U.C. Volume II
Section 13.05
ELECTRIC RATE SCHEDULE
Transmission Cost Recovery Rider

First Revised Sheet No. 2 Cancelling Original Sheet No. 2

(Continued)

## **DETERMINATION OF DEMAND CHARGE (LARGE GENERAL SERVICE CLASS**

**ONLY):** The demand charge shall be billed according to the demand charge as defined in the applicable rate schedule the Customer is taking service.

MANDATORY AND VOLUNTARY RIDERS: The amount of a bill for service will be modified by any Mandatory Rate Riders that must apply or Voluntary Rate Riders selected by the Customer, unless otherwise noted in this rider. See sections 12.00, 13.00 and 14.00 of the Minnesota electric rates for the matrices of riders.



#### 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 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 and the Customer Service Center serving them:

Milbank, South Dakota 404 S 2nd St phone 605-432-4579 or 800-257-4044

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	Revillo	

Oakes, North Dakota 103 S 5th St

phone 701-742-2122 or 800-257-4044

Britton Kidder Newark

Wahpeton, North Dakota

211 15th St N

phone 701-642-6684 or 800-257-4044

New Effington

Rosholt Victor

White Rock

#### **Customer service**

Otter Tail Power Company's Customer Service Centers are open from 8 a.m. to 5 p.m. Monday through Friday (excluding limited holidays). Telephone customer service is available 24 hours a day, and limited services and rate schedules are available online at **www.otpco.com**.

Otter Tail Power Company service representatives will respond to routine service requests during normal business hours from 8 A.M. to 5 P.M. Monday through Friday (excluding limited holidays).

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**. You also can request service by visiting our web site at **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.

#### **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.

#### **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. After 12 months of prompt payments, 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.

#### 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:

- a. 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.)
- b. The customer may be present or have a representative present when the meter test is conducted.
- c. 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 or by mailing back a completed meter-reading card, which we provide on a yearly basis to all self-read customers.

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#### Payments/payment options

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

The company offers several payment options including paying in person, by mail, Ready Check, ePay, one-time check payment, credit card (some limits and fees apply), or at a drop-box or remittance location. Our web site contains a list of drop-box addresses and remittance locations 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.otpco.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.otpco.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.

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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

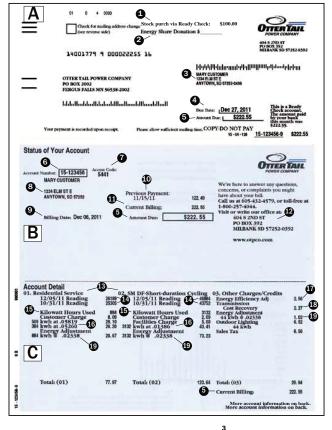
- A. Return portion: Whether paying by mail or in person, return this stub with your payment. It includes:
- Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
- 2. Optional donation to help provide energy 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:
- . Your account number.
- 7. The access code to register for online services.
- 8. The address where you receive electrical services.
- 9. The billing date.

- 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.
  - 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 fuel and purchased-power adjustment.

#### 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.

#### Easy to read and helpful



For more information about what's included in items 17, 18, and 19, visit us online at www.otpco.com.

Click on Your electric account, How to read your bill, and South Dakota bill