



Fergus Falls, Minnesota
(Continued)

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Fergus Falls, Minnesota
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Fergus Falls, Minnesota
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Electric Service – South Dakota – Index

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Fergus Falls, Minnesota

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

(Continued)

ELECTRIC SERVICE STATEMENT

U1 U 4 UUUU



Check for mailing address change
 (see reverse side)

Energy Share Donation \$ _____



14001779 9 000022255 16



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



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



Due Date: **Dec 27, 2011**
 Amount Due: **\$222.55**

This is a Ready
 Check account.
 The amount paid
 by your bank
 this month was
 \$222.55.

Your payment is recorded upon receipt.

Please allow sufficient mailing time. COPY-DO NOT PAY

15 - 04 - 128 **15-123456-9 \$222.55**

Status of Your Account

Account Number: **15-123456** Access Code: **5441**
 MARY CUSTOMER

1234 ELM ST E
 ANYTOWN, SD 57252

Billing Date: Dec 06, 2011

Previous Payment: 11/15/11 122.49
 Current Billing: 222.55
 Amount Due: **\$222.55**

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

www.otpc.com

Account Detail

01. Residential Service	02. SM DF-Short-duration Cycling	03. Other Charges/Credits	
12/05/11 Reading 26189	12/05/11 Reading 46884	Energy Efficiency Adj 2.56	
10/31/11 Reading 25305	10/31/11 Reading 43752	Transmission 2.27	
Kilowatt Hours Used 884	Kilowatt Hours Used 3132	Cost Recovery	
Customer Charge 8.00	Customer Charge 2.00	Energy Adjustment 1.03	
500 kwh at .05819 29.10	Facilities Charge 5.00	44 kwh @ .02338 6.52	
384 kwh at .05260 20.20	3132 kwh at .01386 43.41	Outdoor Lighting 44 kwh	
Energy Adjustment 884 kwh @ .02338 20.67	3132 kwh @ .02338 73.23	Sales Tax 8.56	

Total: (01) 77.97 Total: (02) 123.64 Total: (03) 20.94
 Current Billing: 222.55

More account information on back.

SOUTH DAKOTA PUBLIC
 UTILITIES COMMISSION
 Filed on: February 17, 2012

Thomas R. Brause
 Vice President, Administration

EFFECTIVE with bills
 rendered on and after
 March 18, 2012,
 in South Dakota



Fergus Falls, Minnesota

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

(Continued)

ADJUSTED ELECTRIC SERVICE STATEMENT

01 0 * 4 0000



Check for mailing address change
 (see reverse side)

Energy Share Donation \$ _____



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



14047850 4 000040672 19



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

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



Due Date: **Jan 19, 2012**

Amount Due: **\$406.72**

Your payment is recorded upon receipt. Please allow sufficient mailing time.
 Please return this stub with your payment. If paying in person, bring the entire bill. 15 - 19 - 040 **15-123456-4 \$406.72**

Status of Your Account

ADJUSTED BILL

Account Number: **15-123456** Access Code: **2653**
 MARY CUSTOMER

1234 ELM ST E
 ANYTOWN, SD 57252

Billing Date: Dec 29, 2011

Previous Payment: 12/15/11 387.80
 Current Billing: 406.72
 Amount Due: **\$406.72**



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

www.otpc.com

Account Detail

990001
 3 9 B
 15-123456-4

01. Residential Service		02. Dfrd Ld-Thrm Stg-Sht Dur Cyc		03. Other Charges/Credits	
A 12/22/11 Reading	65201	A 12/22/11 Reading	15250	Energy Efficiency Adj	3.59
11/25/11 Reading	61930	11/25/11 Reading	12865	Transmission	
Kilowatt Hours Used	3271	Kilowatt Hours Used	2385	Cost Recovery	6.42
Customer Charge	8.00	Customer Charge	3.00	Energy Adjustment	
500 kwh at .05819	29.10	Facilities Charge	4.00	44 kwh @ .02338	1.03
2771 kwh at .05260	145.75	2385 kwh at .02156	51.42	Outdoor Lighting	6.52
Energy Adjustment		Energy Adjustment		44 kwh	
3271 kwh @ .02338	76.48	2385 kwh @ .02338	55.76	Sales Tax	15.65

Total: (01) 259.33 Total: (02) 114.18 Total: (03) 33.21
 *A Indicates Adjusted Bill Current Billing: 406.72

More account information on back.




Fergus Falls, Minnesota

**ELECTRIC RATE SCHEDULE
Mandatory Riders – Applicability Matrix**

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.

 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 SERVICES				
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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Fergus Falls, Minnesota

**ELECTRIC RATE SCHEDULE
Mandatory Riders – Applicability Matrix**

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

(Continued)

 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	14.11			
Bulk Interruptible Application and Pricing Guidelines Rider	14.12			
Key: ✓ = May apply ■ = Mandatory □ = Not Applicable				

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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. 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.

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

COST RECOVERY FACTOR: 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:	kWh	¢/kWh	kW
Large General Service (a)	0.083	¢/kWh	\$0.072
Controlled Service (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.	T
(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	T
(c) Rate Schedules 11.03 Outdoor Lighting (energy only) and 11.04 Outdoor Lighting	

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
Filed on: February 17, 2012

Thomas R. Brause
Vice President, Administration

EFFECTIVE with bills rendered on and after March 18, 2012, in South Dakota



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.



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 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:

- 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 or by mailing back a completed meter-reading card, which we provide on a yearly basis to all self-read customers.

