

OTTER TAIL POWER COMPANY  
Docket No. EL13-014

Response to: South Dakota Public Utilities Commission  
Analyst: SDPUC Staff  
Date Received: 5/15/2013  
Date Due: 5/25/2013  
Date of Response: 06/03/2013  
Responding Witness: Ron Spangler, Jr., Rate Case Manager - (218) 739-8838

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Information Request No: SD-PUC-01-02

What circumstances constitute “failure of the customer to meet the company’s deposit and credit requirements” and “failure to make proper application for service” in the Other Disconnections section?

**RESPONSE:**

Failure of the customer to meet the company’s deposit and credit requirements would arise if a customer with an established account subsequently establishes unsatisfactory credit as defined in South Dakota Rule 20:10:19:04. At the time a customer establishes unsatisfactory credit, Otter Tail may require the customer to 1) make a deposit or increase an existing deposit, 2) provide a guarantor or 3) be placed on an early payment list. For purposes of payment of a deposit, Otter Tail may make arrangements with the customer for installment payments of a deposit. The customer would be sent a notice as required by South Dakota Rule 20:10:19:02. The customer may be subject to disconnection if the customer did not pay the deposit, provide a guarantor or refuses to be placed on an early payment list by the due date on the notice.

A couple of examples of a customer failing to make proper application for service includes, a customer who is not of legal age (18), unless evidence is provided that person is an emancipated minor, or if Otter Tail discovers a customer falsely identified themselves for purposes of establishing electric service.