

**STATE OF SOUTH DAKOTA  
BEFORE THE  
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

In the Matter of Otter Tail Power  
Company's Tariff Revisions to  
Section 1.05 and an update to the Customer  
Information Brochure

Docket No. EL15-\_\_\_\_\_

**PETITION OF OTTER TAIL POWER  
COMPANY**

**I. INTRODUCTION**

Otter Tail Power Company (Otter Tail or the Company) hereby applies to the South Dakota Public Utilities Commission (Commission) for approval of proposed changes to its Sample Forms in Section 1.05 of its Tariff Book and our Customer Information Brochure.

**II. GENERAL FILING INFORMATION**

**A. Name, Address, and Telephone Number of the Utility Making the Filing**

Otter Tail Power Company  
215 South Cascade Street  
P.O. Box 496  
Fergus Falls, MN 56538-0496  
Phone (218) 739-8200

**B. Name, Address, and Telephone Number of the Attorney for Otter Tail**

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Associate General Counsel  
Otter Tail Power Company  
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**C. Title of Utility Employees Responsible for Filing**

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**D. Date of Filing and the Date Changes Will Take Effect**

The date of this filing is December 1, 2015. Otter Tail proposes that the updated rate schedules and Customer Information Brochure, contained herein, be approved with an effective date of January 1, 2016.

**E. Statute Controlling Schedule for Processing the Filing**

ARSD Part 20:10:13:15 requires a 30-day notice to the Commission of a proposed change in a utility's tariff schedule, after which time the proposed changes take effect unless suspended. Because no determination of Otter Tail's general revenue requirement is necessary, the report requirements regarding the general notice provisions applicable to changes in rates, called for under Part 20:10:13:26, is not applicable in this filing. Otter Tail requests an expedited and informal proceeding, including any variances that may be necessary.

Attached to this filing is the Report of Tariff Schedule Changes required by ARSD 20:10:13:26 (Attachment 1 – Report of Tariff Schedule Changes).

In accordance with ARSD 20:10:13:18, Otter Tail will notify customers of the proposed changes to the Sample Forms by posting notice thereof in each Otter Tail business office in South Dakota for at least 30 days before the change becomes effective.

ARSD Part 20:10:16:02 requires that customer information shall be submitted to the Commission for approval. This includes telephone numbers which customers may call in emergency situations.

### III. BACKGROUND

Otter Tail is proposing a number of minor changes to customer forms and brochures that reflect various business updates and changes.

The Sample Forms in Section 1.05 of its Tariff Book and its Customer Information Brochure included in this filing have received prior approval by the Commission. The minor changes being proposed do not affect any rate or condition of service.

### IV. PROPOSED CHANGES

#### A. Tariff Book

In this petition, Otter Tail is proposing to update the contact information on its Electric Service Statement (Section 1.05, Sheet No. 11 and 12), Adjusted Electric Service Statement (Section 1.05, Sheet No. 13 and 14) and the Notice of Proposed Disconnection (Section 1.05, Sheet No. 15 and 16). In addition, the Company is proposing to update its Ready Check Brochure (Section 1.05 Sheet No. 21 and 22). This filing includes a Redline and a Clean version of these Tariff Sheets. The updates to these Sheet Numbers are further described below.

The updates to Sheet No. 11 and 13 are reflected in the right most paragraph in the center third of the statement and consist of the following as shown in strike-underline format:

“Call us at ~~605-432-4579~~, or toll free at ~~1-800-257-4044~~ or 218-739-8877  
~~Visit or write our office at 404 S 2<sup>ND</sup> ST PO BOX 392 MILBANK SD 57252-0392~~”

The updates to Sheet No. 12, 14 and 16 are reflected in the paragraph on the notice about credit card payments in the top third of the statement and consist of the following as shown in strike-underline format:

“To pay by credit card call ~~800-257-4044~~ or 218-739-8877 or go online:  
www.otpc.com”

The updates to Sheet No. 15 are reflected in the paragraph regarding the disconnection notice or making arrangements for payment near the bottom third of the statement and consist of the following as shown in strike-underline format:

“If you have any questions about the disconnection amount or need to make arrangements for payment, call Otter Tail at ~~605-432-4579~~, or our toll free number ~~1-800-257-4044~~ or 218-739-8877 in ~~Milbank, South Dakota~~ between 8 a.m. and 5 p.m. Monday-Friday.”

The updates to Sheet No. 21 and 22 consist of a refresh of language to the Ready Check program available to all Otter Tail customers as well as the addition to the consistent local phone number.

Otter Tail is updating the local phone number on all electric service statements in all three states where we provide electric service to customers. The local phone number on electric service statements in all three states is part of our virtual call center and when a customer calls the local phone number, the call is automatically routed to 800-257-4044, which is our toll-free number for customers. Recently we have experienced outages associated with our toll-free number, which has also affected the local phone number due to the automatic routing of customer calls. Service to 218-739-8877 is provided by a different phone service provider and would not be affected by an outage associated with the toll free number. The local phone numbers are not being eliminated so customers will still be able to use the local phone number that has been listed on prior electric service statements. We are changing the local phone number in order to have a consistent number for customers to call no matter where electric service is being provided and to minimize situations where customers may not be able to reach Otter Tail in the event of outages to phone services.

In addition to the phone number update, Otter Tail is also proposing to remove the words “Visit us” from the contact information on Sheet No. 11 and 13. As of January 1, 2016 the Company is discontinuing walk-in service at all our customer service centers. This change in service is being made for the safety of our employees, improved efficiencies, quality assurance and training for our employees. Most walk-in customers are stopping by our offices only to pay their electric service bill, and we have more economical and in many cases more convenient ways for customers to pay their electric service bill. Customers who need to meet with Otter Tail representatives to handle matters other than payments can do so by scheduling an appointment with Otter Tail representatives.

We are in the process of making the phone number updates to printed material we provide to our customers. Updates will be made to Otter Tail's Even Monthly Payment brochure found in Sheet No. 19 and 20 of Section 1.05 when we are nearing the end of our current supply and the Company will submit a filing in the future to update this sample form.

**B. Customer Information Brochure**

In addition to updating the contact information in our rate schedules, Otter Tail is proposing to update the contact information and description on payment options on its Customer Information Brochure (see attached) as described in detail below.

Otter Tail is adding its local phone number on page 1 at paragraphs two and five. The number listed currently is "800-247-4044" and Otter Tail is updating it to read as "800-257-4044 or 218-739-8877."

Otter Tail updated the second paragraph of page 2. The paragraph currently reads as follows:

"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 ([www.otpc.com](http://www.otpc.com)) contains a list of drop-box addresses and remittance locations as well as information about current payment programs."

Otter Tail proposes the paragraph reads as follows:

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

On page 3 Otter Tail updated section A, Return portion, from "Whether paying by mail or in person, return this stub with your payment. It includes:" to "When paying by mail, return this stub with your payment. It includes:".

Also on page 3, Otter Tail removed the paragraphs alongside the electrical service statement (bill) image that states:

"For more information about what's included in items 17, 18, and 19, visit us online at [www.otpc.com](http://www.otpc.com). Click on Your electric account, how to read your bill, and South Dakota bill."

This change is being made because the webpage content is the same as that shown on page 3 of the Customer Information Brochure and does not provide any additional information than what is on the brochure.

Page 3 was also reorganized in order to slightly increase the size of the sample electric service statement image and emphasize that there is important information on the back of the electric service statement. A sample of the back of the electric service statement is provided in Section 1.05 Sheet No. 12 and is not included in the Customer Information brochure due to space limitations. Also, “Easy to read and helpful” was removed from this page because it was not needed.

The sample electric service statement included in this brochure was updated to reflect a customer on Even Monthly Payment (EMP) as well as changes to the Electric Service Statement explained above.

Otter Tail is updating the phone numbers in the second column on page 4 to read as follows:

- *Milbank*: From “665-432-4579 or 800-257-4044” to “800-257-4044 or 218-739-8877”
- *Oakes*: From “701-742-2122 or 800-257-4044” to “800-257-4044 or 218-739-8877”
- *Wahpeton*: From “701-642-6684 or 800-257-4044” to “800-257-4044 or 218-739-8877”

## V. CONCLUSION

Based on the foregoing reasons, Otter Tail respectfully requests that the proposed revisions to the electric rate schedules and the Customer Information Brochure be approved with an effective date of January 1, 2016.

Date: December 1, 2015

Respectfully submitted:

OTTER TAIL POWER COMPANY

/s/ ANNA ROBERTS

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