

OTTER TAIL POWER COMPANY  
Docket No: EL17-002

Response to: South Dakota Public Utilities Commission  
Analyst: SDPUC Staff  
Date Received: 01/24/2017  
Date Due: 02/07/2017  
Date of Response: 02/07/2017  
Responding Witness: Cary Stephenson, Associate General Counsel

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Information Request:

Explain the process a customer would go through to release their own Meter Data to Third Parties. What does OTP do to verify the request came from the customer?

Attachments: 0

Response:

Before OTP will release a customer's Meter Data to a third party OTP requires the customer to provide OTP a signed, written authorization form specifying the information to be released and the receiving party. OTP will provide this form to customer's upon request. OTP will also accept Third Party forms provided the forms contain the content required by OTP's form.

To validate that the release form came from the customer, OTP evaluates certain data fields in the form against information contained in OTP's Customer Information System. OTP customer service personnel are also trained to be alert to situations that raise red flags about the validity of certain requests. This could include the nature and address of the Third Party receiving the information, the nature and scope of the information requested, recent industry alerts, and other factors. In situations where there is a question about the validity of the request OTP personnel will call the customer of record to confirm the authorization is valid.