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April 30, 2013

Ms. Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
Capitol Building, 1st floor
500 East Capitol Avenue
Pierre, SD 57501-5070

**Re: In the Matter of Otter Tail Power Company's Customer Information Brochure update
Docket No. EL13-_____**

Dear Ms. Van Gerpen:

In compliance with ARSD 20:10:16:02 Otter Tail Power ("Otter Tail" or "Company") submits to the South Dakota Public Utilities Commission ("Commission") an updated South Dakota Customer Information Brochure.

The section titled Customer Service is the only section of the attached brochure that has changed. This section has been updated to remove the references to office hour availability at our customer service centers as well as the reference to service representatives responding to routine work. Currently, core office hours for all of Otter Tail's Customer Service Centers ("CSC") are 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 information are on the Company's website.

Otter Tail has 11 CSC's with employees that answer customer calls from each of the three states where we provide electric service. There may be times during any given month where CSC employees attend staff meetings, other company meetings or training sessions, which would result in walk in traffic to not be available in the given CSC. Telephone customer service is not affected in any way because customer calls are routed to the next available representative at another CSC. Because walk in traffic at a given CSC may not be available from time to time each month, we believe the office hours in Otter Tail's Customer Information Brochure needs to be updated so we do not misinform customers about times when our CSC may be open for customers to walk into the office. The majority of customers who walk in to one of Otter Tail's CSC are there to simply drop off a non-cash payment. The majority of these customers have the option of dropping off the non-cash payment at one of the multiple drop box locations in the towns where the CSC is located. Additionally the Company has many other payment options available to its customers.

Ms. Patricia Van Gerpen

April 30, 2013

Page 2

In addition, Otter Tail has conducted a pilot in its Fergus Falls CSC, from July 2012 – present, where the availability of customer walk in traffic has been available from 10 a.m. to 5 p.m. Customers are still able to make an appointment for an in person meeting with an Otter Tail representative during the hours of 8 a.m. and 5 p.m. Monday through Friday (excluding limited holidays). During the time period of this pilot there has been minimal customer impact. Therefore effective June 1, 2013, Otter Tail will be implementing walk in hours of 10 a.m. to 5 p.m. at all CSC's throughout Otter Tail's service territory.

The pilot has shown that these office hour changes allow us to expand quality assurance and training opportunities for customer service staff. We believe this change will provide us greater opportunity to be able to continue to provide excellent customer service with no impact to the vast majority of our customer base and with very little impact to those customers that choose to do business with us in person at our CSC's.

If you have any questions regarding this filing, please contact me at 218-739-8395 or jfyhrie@otpc.com.

Sincerely,

/s/ JESSICA FYHRIE

Jessica Fyhrie

Tariff Specialist

jce

Enclosures

By electronic filing