



Section 1.05 CONTRACTS, AGREEMENTS AND SAMPLE FORMS

The following contracts, agreements and sample forms are listed in Section 1.05:

- Electric Service Agreement, Sheet No. 2
- Irrigation Electric Service Agreement, Sheet No. 3
- Outdoor Lighting and Municipal Services Agreement, Sheet No. 5
- Summary Billing Service Contract, Sheet No. 8
- Guarantee in Lieu of Deposit, Sheet No. 9
- Controlled Service Agreement Waiver, Sheet No. 10
- Electric Service Statement, Sheet No. 11
- Adjusted Electric Service Statement, Sheet No. 13
- Notice of Proposed Disconnection, Sheet No. 15
- Customer Deposit Refund Letter, Sheet No. 17
- Customer Deposit Receipt, Sheet No. 18
- Even Monthly Payment Brochure, Sheet No. 19
- Ready Check Brochure, Sheet No. 21

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(Continued)

Controlled Service Agreement



Customer Name C
 Service Address C
 Account Number N
 Location Number C
N

The undersigned Customer agrees to purchase Controlled Service from Otter Tail Power Company (the "Company") subject to the Company's Rules and Regulations as they now exist or may hereafter be changed and filed in the approved Tariff with the South Dakota Public Utilities Commission. A copy of the Rules and Regulations is available from the Company. DN
DN
N

The Company's "Controlled Service" rate is designed to provide a reduced rate to customers who have electrical loads that can be shut off during "peak" demand periods. C

When the electric loads are space heating systems, there is a danger that damage to the premises may result if an alternate fuel heating system is not available to come on when the electric heat is shut off during the control period. This danger is obviously most prevalent if the alternate fuel must be hand-fired, such as a wood burner or in some rare cases where no alternate system is available. C
D
D

While the Company does not specify what type of alternate fuel must be used, Customers who choose to have a hand-fired (non-automatic) system or no backup need to be aware of the possible consequences of electric heat being switched off during control periods when nobody is available to hand-fire the alternate heating system or to monitor the temperature in the premises. C
C
CN
C

In order for the Company to offer the reduced rate, it must be able to turn off all electric heat. C
 Controlled Service requires that no electric heating be used in the premises when the Company is controlling these electrical loads. C

If the electric heat is shut off and no other heat source comes on to provide heat, water in plumbing pipes and fixtures could freeze and burst. Other damage could also result from freezing temperatures in the structure. C
C

In order to acknowledge that the Customer has been advised of, understands and agrees to the risks associated with receiving Controlled Service, the Customer has signed and delivered to the Company the following statement: C
D

To: Otter Tail Power Company - C
D
 Customer Service Center C

1. I have read this Controlled Service Agreement and the related Rules and Regulations and understand the potential for damage to my property by using a hand-fired (non-automatic) backup heating system, DN
C

I plan to use a (type of fuel) _____, as my backup heating system. I understand, agree to, and accept the risks or damage to my property in the event that there is no backup heating system. It is my choice, however, to take Controlled Service and I will NOT hold Otter Tail Power Company liable or responsible for any damages that might occur due to a "shut off" of my primary electric heating system. C

2. I also agree that, in order to qualify for the Controlled Service rate, I will not use electricity as a secondary "backup" fuel when the regular electric heating system is controlled.

Name _____ Date _____
 Address _____
 Witness _____ Date _____

Otter Tail Power Company




Fergus Falls, Minnesota

Fifth Revised Sheet No. 11 Cancelling Fourth Revised Sheet No. 11


(Continued)

ELECTRIC SERVICE STATEMENT

14 0 0000 3 798 990001

 Check for mailing address change (see reverse side)


Stock purch via Ready Check: \$30.00
 Energy Share Donation \$ _____



21824481 2 000021000 16

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

MARY CUSTOMER
 1234 ELM ST W
 ANYTOWN, SD 57252



Due Date: **Mar 14, 2019**
 Amount Due: **\$210.00**

This is a Ready Check account. The amount paid by your bank this month was \$240.00 including stock purchase.

Your payment is recorded upon receipt. Please allow sufficient mailing time. COPY-DO NOT PAY 21824481-2 \$210.00 EMP

Status of Your Account



Account Number: **21824481**
 MARY CUSTOMER
 1234 ELM ST W
 ANYTOWN, SD 57252

Billing Date: Feb 14, 2019

Previous Payment: 02/11/19 240.00
 Current EMP: 210.00
 Amount Due: **\$210.00**

We're here to answer any questions, concerns, or complaints you might have about your bill. Call us at 800-257-4044 or 218-739-8877.

Write our office at:
 PO BOX 2002
 FERGUS FALLS MN 56538-2002

www.otpco.com

If payment is not credited to your account by Mar 14, 2019, a late payment charge of 1.5% (18% per year) plus \$2.00 will be charged.

Even Monthly Payment Status
 Current EMP payment due: 210.00
 Credit balance interest: 0.01 CR
 Your month 12 EMP Balance after payment: 674.56 Credit

Account Detail (21824481)

01. Residential Serv Winter		02. Small Dual Fuel Winter		03. Other Charges/Credits	
P 02/14/19 Reading	11824	P 02/14/19 Reading	10349	Energy Efficiency Adj	2.53
01/16/19 Reading	11362	01/16/19 Reading	9181	Transmission Cost	
Kilowatt Hours Used	462	Kilowatt Hours Used	1168	Recovery	3.85
Customer Charge		Customer Charge		Environmental Cost	7.87
(8.00 x 12/365) x 29	7.63	(2.00 x 12/365) x 29	1.91	Recovery	7.87
462 kWh at .05819	26.88	Facilities Charge		Sales Tax	7.20
Energy Adjustment		(5.00 x 12/365) x 29	4.77		
239 kWh at .02348	5.61	1168 kWh at .01388	16.19		
223 kWh at .02457	5.48	Energy Adjustment			
		604 kWh at .02348	14.19		
		564 kWh at .02457	13.85		
Total:(01)	45.60	Total:(02)	50.91	Total:(03)	21.45
<small>Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpco.com.</small>				Current Billing:	117.95
		*P Indicates Prorated Billing			

More account information on back.

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Fergus Falls, Minnesota

Fifth Revised Sheet No. 12 Cancelling Fourth Revised Sheet No. 12

(Continued)

Change of mailing address:

14-10-1001-21824481 \$210.00

 PHONE # () _____

PAYING BY CREDIT CARD?

KUBRA processes our credit card and one-time payments. It has a payment limit of \$700 per transaction and charges a **\$2.25 convenience fee per transaction**. Our company does not profit from the convenience fee.

To pay by credit card call **800-257-4044** or **218-739-8877** or visit www.otpc.com. You'll need your Otter Tail Power Company account number and service location ZIP code.

We accept VISA, MasterCard, Discover cards.

PLEASE DO NOT WRITE CREDIT CARD INFORMATION ON YOUR BILL STUB.

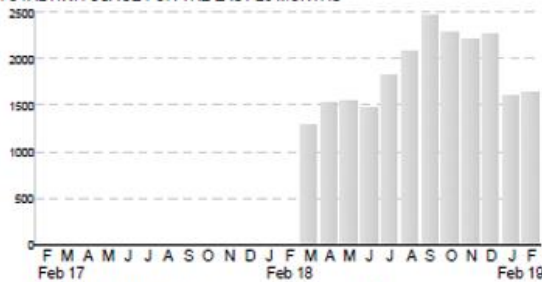
Sign up now to save on cooling costs next summer. With CoolSavings we cycle your central cooling system during peak periods.

You stay cool and receive a \$7-a-month credit June through September. Call 800-493-3299.

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Your KWH Usage at a Glance

TOTAL KWH USAGE FOR THE LAST 25 MONTHS



Average kwh per day: 16
 Average daily cost: 1.81
 Current billing days: 29



Fergus Falls, Minnesota

Fifth Revised Sheet No. 13 Cancelling Fourth Revised Sheet No. 13

(Continued)

ADJUSTED ELECTRIC SERVICE STATEMENT



14 0 0000 3 798 333266

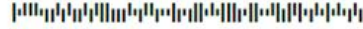
Check for mailing address change
(see reverse side)

Energy Share Donation \$ _____



21824521 5 000005535 18

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



JOHN CUSTOMER
 1234 FIR AVE E
 ANYTOWN, SD 57252



14

Due Date: Nov 15, 2018
 Amount Due: \$55.35

Your payment is recorded upon receipt.
 Please return this stub with your payment.

Please allow sufficient mailing time.

21824521-5 \$55.35

Status of Your Account

ADJUSTED BILL

Account Number: 21824521

JOHN CUSTOMER
 1234 FIR AVE E
 ANYTOWN, SD 57252

Billing Date: Oct 19, 2018

If payment is not credited to your account by Nov 15, 2018, a late payment charge of 1.5% (18% per year) plus \$2.00 will be charged.

Previous Payment: 10/11/18 55.76
 Current Billing: 55.35
 Amount Due: \$55.35

We're here to answer any questions, concerns, or complaints you might have about your bill. Call us at 800-257-4044 or 218-739-8877.

Write our office at:
 PO BOX 2002
 FERGUS FALLS MN 56538-2002

www.otpco.com



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Account Detail (21824521)

01.Residential Serv Winter

PA 10/15/18 Reading	4065
09/14/18 Reading	3594
Kilowatt Hours Used Customer Charge	471
(8.00 x 12/365) x 15	3.95
228 kWh at .05819	13.26
Energy Adjustment	
15 kWh at .02429	0.37
213 kWh at .02256	4.80

02.Residential Serv Summer

PA 10/15/18 Reading	4065
09/14/18 Reading	3594
Kilowatt Hours Used Customer Charge	471
(8.00 x 12/365) x 16	4.21
243 kWh at .05599	13.61
Energy Adjustment	
243 kWh at .02429	5.90

03.Other Charges/Credits

Energy Efficiency Adj	0.73
Transmission Cost Recovery	2.88
Environmental Cost Recovery	2.27
Sales Tax	3.37

Total:(01) 22.38

Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpco.com.

Total:(02) 23.72

*P Indicates Prorated Billing
 *A Indicates Adjusted Bill

Total:(03) 9.25

Current Billing: 55.35

More account information on back.



Fergus Falls, Minnesota

Fifth Revised Sheet No. 14 Cancelling Fourth Revised Sheet No. 14

(Continued)

Change of mailing address: _____

 PHONE # () _____

14-10-1001-21824521 \$55.35

PAYING BY CREDIT CARD?

KUBRA processes our credit card and one-time payments. It has a payment limit of \$700 per transaction and charges a **\$2.25 convenience fee per transaction**. Our company does not profit from the convenience fee.

To pay by credit card call 800-257-4044 or 218-739-8877 or visit www.otpc.com. You'll need your Otter Tail Power Company account number and service location ZIP code.

We accept VISA, MasterCard, Discover cards.

PLEASE DO NOT WRITE CREDIT CARD INFORMATION ON YOUR BILL STUB.

Online bill payment not for you?
 Signup for Ready Check automatic payments, pick your date, and we'll take care of the rest.

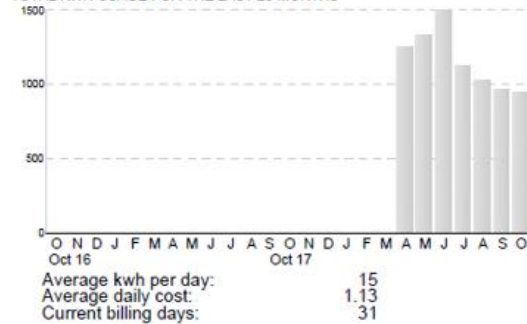
Schedule a furnace maintenance check and plan to change filters regularly. You'll save energy!

Complete a Bill Analyzer home profile at www.otpc.com and receive a personal report showing you ways to save energy.

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Your KWH Usage at a Glance

TOTAL KWH USAGE FOR THE LAST 25 MONTHS





Fergus Falls, Minnesota

Fourth Revised Sheet No. 15 Cancelling Third Revised Sheet No. 15

(Continued)

NOTICE OF PROPOSED DISCONNECTION

NOTICE OF PROPOSED DISCONNECTION



PO BOX 2022
FERGUS FALLS, MN 56538-2022

21824561 3 000025736 10

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



MARY CUSTOMER
1234 ELM ST W
ANYTOWN, SD 57252

Total Amount Due: \$257.36
Disconnect Amount: \$157.36
Disconnect Date: Oct 26, 2015
21824561 \$257.36

DISCONNECTION NOTICE



If you have already sent your payment, please accept our thanks and disregard this notice.

YOUR ELECTRIC SERVICE AT: 1234 ELM ST W ANYTOWN, SD 57252	Account Number: 21824561
WILL BE SUBJECT TO DISCONNECTION AFTER 10 AM Oct 26, 2015 BECAUSE YOUR ACCOUNT IS PAST DUE IN THE AMOUNT OF \$157.36	MARY CUSTOMER 1234 ELM ST W ANYTOWN, SD 57252

IF FULL PAYMENT OF \$157.36 IS NOT RECEIVED AT PO BOX 2002, FERGUS FALLS, MN BEFORE 10 AM Oct 26 YOUR ELECTRIC SERVICE WILL BE SUBJECT TO DISCONNECTION.

If you have any questions about the disconnect amount or need to make arrangements for payment, call Otter Tail at 1-800-257-4044 or 218-739-8877 between 8 a.m. and 5 p.m. Monday-Friday.

Anyone with an unresolved dispute may request appeal and mediation from the South Dakota PUC, Capitol Bldg, Pierre, SD 57501 or 605-773-3201 or 1-800-332-1782.

Total Amount Due: \$257.36

If your electric service has been disconnected, the disconnect amount plus a reconnection charge will be required.
If your electric service has been disconnected, a deposit may become due.
Dates and amounts due from prior notices remain in effect.

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PAYING BY CREDIT CARD?

KUBRA processes our credit card and one-time payments. It has a payment limit of \$700 per transaction and charges a **\$2.25 convenience fee per transaction**. Our company does not profit from the convenience fee.

To pay by credit card call 800-257-4044 or 218-739-8877 or visit www.otpco.com. You'll need your Otter Tail Power Company account number and service location ZIP code.

We accept VISA, MasterCard, Discover cards.

PLEASE DO NOT WRITE CREDIT CARD INFORMATION ON YOUR BILL STUB.

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CUSTOMER DEPOSIT REFUND LETTER

June 29, 2018



MARY CUSTOMER
1234 ELM ST W
ANYTOWN, SD 57252

Account Number : 21824561
Service Address: 1234 ELM ST W
ANYTOWN, SD 57252

Dear MARY,

Our records indicate that you have met the requirements in accordance with the rules established by the Public Utility/Service Commission. Due to the requirements being met we're returning the following deposit:

Deposit number _____ Received on Mar 22, 2019 Amount \$0.00

We've credited the total amount of the deposit plus accrued interest to your account, which will appear on your next billing.

We appreciate the privilege of serving your electrical needs. If we can be of further assistance, please contact us at the phone number listed above.

Sincerely,

_____, Manager
Manager Customer Service Center

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Fergus Falls, Minnesota

Third Revised Sheet No. 18 Cancelling Second Revised Sheet No. 18

(Continued)

CUSTOMER DEPOSIT RECEIPT

June 19, 2018



MARY CUSTOMER
1234 ELM ST W
ANYTOWN, SD 57252

Account Number : 21824561
Service Address: 1234 ELM ST W
ANYTOWN, SD 57252

Dear MARY,

This letter is to confirm receipt of a deposit made by MARY CUSTOMER in the amount of \$100.00 received in our office on May 3, 2018 for service at the above listed address.

The deposit plus interest will automatically be refunded after 12 consecutive months of prompt payment of all utility bills or after service is discontinued and final payment has been received.

If you have any questions, please contact us at the phone number listed above.

Sincerely,

, Manager
Milbank Customer Service Center

As a deposit to secure payment of amounts due the company, this deposit shall earn interest in accordance with applicable laws and regulations per annum until service is discontinued or disconnected for non-payment of bills due to the company, but not thereafter, and will be repaid with interest to the depositor when the service is discontinued or disconnected for non-payment of bills due the company provided all obligations of the depositor to the company have been discharged; or will be applied to the liquidation of the account. This receipt is not transferrable.

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EVEN MONTHLY PAYMENT BROCHURE



Ready Check automatic payment.

Authorize your bank to pay your electric service statement automatically from your checking account. You'll have no checks to write, no envelopes to stamp and mail, and no late or missed payments. And you pick the payment date that best fits your budget.

ePay—online billing and payment. If you prefer to pay your bills electronically, enroll in ePay. Review your statements online, set up automatic payments, or schedule payments each month through our web site using this bill management program.

For more information about EMP, Ready Check, or ePay, visit us at www.otpco.com or call **800-257-4044**.



PO Box 496
Fergus Falls, MN 56538-0496
www.otpco.com



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Even Monthly Payment

Even billing regardless of the season

Our Even Monthly Payment plan makes it easier for you to budget by averaging your electric bills for the past 12 months to project your monthly payments for the next year. So, whether it's the biting cold of January or the searing heat of August, you'll pay the same amount each month.

- EMP doesn't change the amount of electricity you use or the rate you pay.
- It helps you manage your personal budget by setting in advance how much your electricity will cost each month.
- If you accrue a credit balance, Otter Tail Power Company pays interest monthly on your average daily credit balance.
- We'll review your account twice a year and adjust your EMP amount if your electric use changes significantly during the year.

EMP is free and if it doesn't work for you, you can return to conventional billing at any time.



Sign up for EMP

Complete and return this enrollment form to Otter Tail Power Company, PO Box 2002, Fergus Falls, MN 56538-2002.

Name _____

Address _____

City _____

State _____ ZIP _____

Account number _____

Home phone _____

Day phone _____

Email _____

Yes, I'd like to try Even Monthly Payment. I understand that I can return to conventional billing at any time if EMP doesn't work for me.

Signature _____

Please indicate if you would like to know more about other payment options.

- Send me information about Ready Check.
- Send me information about ePay.

You'll also find more information online at www.otpco.com or by calling 800-257-4044.

Please print your name, address, and account number as it appears on your electric service statement.

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Fergus Falls, Minnesota

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READY CHECK BROCHURE



Ready Check
gives you one less
thing to think about.

With Ready Check you authorize your bank to automatically pay your electric bill each month.

By enrolling in Ready Check, you'll:

- Avoid late or missed payments
- Write fewer checks
- Save on postage

Pick your payment date

With Ready Check, you can choose the range of payment dates that best fits your budget. Your bank will deduct the amount of your bill from your checking account.



Receive bills by post or online

Receive your monthly electric service statement in the mail or electronically. Either way you'll have a record of the amount your bank deducts from your account.

If Ready Check doesn't work for you, cancel the program at any time by contacting us.

Note: Allow two weeks for set-up. When Ready Check takes effect, usually with the next billing cycle, it will be noted on your bill.



Enrolling in Ready Check is easy

1. Complete the form below.
2. **ATTACH A VOIDED CHECK.**
3. Return to: PO Box 2002
Fergus Falls, MN 56538-2002

Ready Check Enrollment

OTTER TAIL POWER COMPANY ACCOUNT NUMBER _____

I authorize my bank to draw against my bank account to pay my monthly electric service bills from Otter Tail Power Company.

I would like to make payments between the _____ and _____ days of the month. (Provide a ten-day window.)

CONTACT PHONE _____

SIGNATURE AS SHOWN IN BANK RECORDS _____

Even Monthly Payment enrollment

Yes, enroll me in Even Monthly Payment too so my bill will be the same amount each month.

If you have questions call
800-257-4044 or 218-739-8877,
or visit otpc.com

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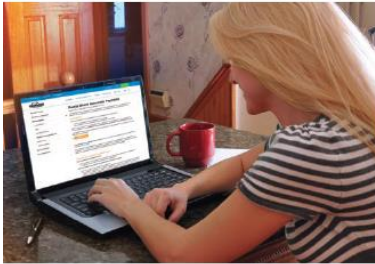
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For even more convenience, combine Ready Check with Even Monthly Payment

Our Even Monthly Payment (EMP) plan makes budgeting easier. With EMP we average your monthly billing amounts for the past 12 months to determine the amount you'll pay each month for the next year.

EMP doesn't change the amount of electricity you use or the rate you pay. It simply spreads your payments evenly over a 12-month period. We'll review your account twice a year to ensure that your electricity use is in line with what you're paying.

As with Ready Check, you can cancel your enrollment in EMP at any time.



Rather pay online?

If you prefer to pay your bills online, enroll in ePay, our free electronic bill-management service. Review your monthly statements online, set up automatic payments, or schedule payments each month. This service allows you to pay through our web site or with your smartphone.

Need one less thing to think about?

For more information about **Ready Check**, **Even Monthly Payment**, or **ePay** call 800-257-4044 or 218-739-8877, or visit otpc.com

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Automatically pay your electric bill with Ready Check

6/18