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June 26, 2020

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

**RE: Otter Tail Power Company Notice to Temporarily Estimate Meter Readings – COVID-19 Update**

Dear Ms. Van Gerpen:

Otter Tail Power Company (Otter Tail) provides this update to our previous notice filed on May 4, 2020 to temporarily use estimated meter readings in certain meter locations. This action provided social distancing for the safety of our staff and our customers during this COVID-19 pandemic.

Otter Tail appreciates the Commission working with utilities as we maneuver through this challenging and uncertain time and we want to take this opportunity to provide an update on circumstances surrounding estimating meter readings in our locations where a meter is located inside an inhabited structure.

To date we have received very little customer feedback and we believe customers generally understand the reasoning for not entering customer facilities to secure readings. When customers have called with concerns, staff work with the customer on what options may be available including securing a reading from the customer. We have worked on different ways for customers to submit readings so we can generate a bill based on actual readings. We have completed the work for customers to be able to submit pictures of meter readings to Otter Tail office staff. Letters were recently sent, notifying customers with meters inside living quarters informing them of this added option to submit meter readings. The notice encourages customers to submit readings this way and will continue to work with those customers where this process is not an option. We recognize that not all customers will submit readings so some limited estimation may continue to be necessary.

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This process will reduce the number of meters estimated each month, but likely some estimating may be necessary beyond June 30, 2020, as stated in our initial notice. From our current evaluation, we anticipate estimation may be necessary through September 30, 2020 in the instances where we cannot coordinate securing a reading with the customer. Otter Tail will re-evaluate if continued estimation is necessary beyond that date.

Otter Tail customers will continue to receive a monthly electric service statement as previously described.

Otter Tail has electronically filed this document with the Commission. Please contact me at (218) 739-8657, or [molsen@otpc.com](mailto:molsen@otpc.com), should you have any questions.

Sincerely,

*/s/ MATTHEW J. OLSEN*

Matthew J. Olsen

Manager, Regulatory Proceedings and Compliance

cjh

By electronic filing