

215 South Cascade Street
PO Box 496
Fergus Falls, Minnesota 56538-0496
218 739-8200
www.otpc.com (web site)



September 23, 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 – September 2020**

Dear Ms. Van Gerpen:

Otter Tail Power Company (Otter Tail) provides this update to our previously filed notice dated May 4, 2020 and update filed July 26, 2020, to temporarily use estimated meter readings in locations where a meter is located inside an inhabited structure.

Due to the state's continued efforts to maneuver through this pandemic and the current guidance for COVID-19, Otter Tail recognizes the need to continue to reduce personal interactions between customers and field staff through the end of the year, December 31, 2020 and provides the following update.

Currently, Otter Tail continues to receive very little customer feedback for not entering customer facilities to secure readings. When customers have called with concerns, we continue to work with the customer on what options may be available including securing a reading from the customer. We have different options for customers to submit readings so we can generate a bill based on actual readings. Customers can call our customer service number to submit a reading over the phone, submit a reading from our website and a couple of months ago, we implemented a process to allow customers to take a picture of meter(s) and email the picture with the reading to Otter Tail staff. For customer situations where meters are in living quarters, we continue to encourage customer to use one of the three options that works best for them.

The number of estimated readings continues to be very low and with those situations we continue to work with the customers affected. 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, should you have any questions.

Sincerely,

/s/MATTHEW J. OLSEN

Matthew J. Olsen

Manager, Regulatory Proceedings and Compliance

cjh

By electronic filing