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December 9, 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 – December 2020

Dear Ms. Van Gerpen:

Otter Tail Power Company (Otter Tail) provides this update to our previously filed notice dated May 4, 2020 and updates filed July 26, 2020 and September 23, 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 March 31, 2021 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 call with concerns or questions about estimated readings, Customer Service Representatives work with the customer on what options may be available including securing a reading from the customer. As we've previously reported, customers can call our customer service number to submit a reading over the phone, submit a reading from our website or take a picture of their meter(s) and email the picture with the reading to Otter Tail staff. For customer situations where there are three or more consecutive months of estimated readings, we continue to encourage customers to use one of the three options that works best for them.

The number of estimated readings continues to be very low and we continue to work with the customers affected. Monthly we run a report that shows the number of customers with three or more consecutive months of estimated readings and we attempt to contact the customer to secure and submit a reading. As of the end of November, there are eight residential customers with three or more consecutive months of estimated readings. Of these eight customers, all eight were estimated for both the third and fourth consecutive months, three were estimated for the fifth consecutive month, and one is at the sixth consecutive month of estimated billing. For the customers we are unable to reach, we will continue to estimate readings until such time we receive an actual reading from the customer by one of the methods described above.

Otter Tail will continue to submit these periodic updates and monitor the situation for further extension requests as necessary according to guidance for social distancing.

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