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June 18, 2021

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 – June 2021**

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, September 23, 2020, December 9, 2021, and March 10, 2021, to temporarily use estimated meter readings in locations where a meter is located inside an inhabited structure.

Otter Tail recognizes in recent reports, COVID-19 cases have been relatively stable statewide. Otter Tail is currently working on transition plans back to normal as it relates to these suspended meter readings and other COVID-19 practices that have been in place as we have maneuvered through this pandemic. Otter Tail will continue to estimate through September 30, 2021, to allow us time for this transition to go smoothly.

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 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 May 2021, no South Dakota residential customers with a meter located inside their living quarters had meters with two or more consecutive months of estimated readings.

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

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By electronic filing