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

Otter Tail continues to monitor recommended guidance for social distancing and South Dakota's efforts to contain the spread of COVID-19. The South Dakota Department of Health and state medical professional's vaccination efforts are encouraging, and it is exciting to see progress transitioning us back to normal.

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 February 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.

Due to our current estimating process being successful and Otter Tail recognizing it is too soon to resume personal interactions between customers and field staff, Otter Tail will continue to estimate these meter readings through June 30, 2021 and will continue to submit quarterly updates.

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