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April 30, 2024

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

**Re: In the Matter of Otter Tail Power Company's Petition for Approval of a Bill  
Redesign and Modifications to General Rules and Regulations, Rate  
Schedule Section 1.05  
Docket No. EL23-021  
Request to Suspend Design Launch**

Dear Ms. Van Gerpen:

Otter Tail Power Company (Otter Tail) provides this filing to the South Dakota Public Utilities Commission (Commission) to request a suspension of the launch date for our bill redesign and the Rate Schedule Section 1.05 tariff updates approved on March 28, 2024, in the above referenced matter.

Our Customer Information System (CIS) team, along with Cayenta, our CIS Partner, have been working diligently to develop this bill redesign compatible with our billing system. During the final stages of testing, some items were identified for correction, which is an expected part of the testing process. Otter Tail was notified recently by Cayenta, however, that the programming to accomplish these items will take longer than previously expected. Due to this uncertain timeframe, we request a suspension of the launch date for our bill redesign and the Rate Schedule Section 1.05 tariff updates approved on March 28, 2024. Otter Tail will keep the Commission informed and propose a transition date for the new bill design as soon as that timing is more certain. This additional time will put us in a better position for a smooth transition to our bill redesign.

We appreciate the Commission's consideration in this matter and request suspension prior to June 1, 2024, which is the current effective date on our Section 1.05 Rate Schedule that was previously approved on March 28, 2024.

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We are available to provide additional information or respond to any questions you may have. Feel free to contact me at 218-739-8827 or at [jschmit@otpc.com](mailto:jschmit@otpc.com).

Sincerely,

*/s/ JOLEEN SCHMIT*

Joleen Schmit  
Customer Experience Specialist  
Customer Care

lcd  
Enclosures  
By electronic filing  
c: Service List