

OTTER TAIL POWER COMPANY

Docket No: EL23-027

Response to: SD Public Utilities Commission

Analyst: Pat Steffensen

Date Received: October 02, 2023

Date Due: October 17, 2023

Date of Response: November 03, 2023

Responding Witness: Matthew J. Olsen, Manager, Regulatory Strategy/Compliance,
(218) 739-8657

Data Request:

There appears to be a minor change in the Disconnection section of the brochure. Does OTP now send out disconnection notices for “unauthorized use of or tampering with our company’s equipment” and “conditions determined to be hazardous to the customer, other customers, our equipment, or the public”? If not, provide a revised brochure.

Attachments: 1

Attachment 1 to DR SD-PUC-01.12.pdf

Response:

Otter Tail does not send out disconnection notices for “unauthorized use of or tampering with our company’s equipment” and “conditions determined to be hazardous to the customer, other customers, our equipment, or the public”.

Additionally, as previously suggested, we are taking this opportunity to include the following language in the Deposits section of our Customer Information Brochure.

“If a customer is unable to pay the full amount of a deposit, we’ll accept deposit payments in installments over a period of no more than four months.”

Included with this Data Request is an updated Customer Information Brochure correctly identifying when disconnection notices are sent and incorporating this additional deposit language.