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: October 20, 2023
Responding Witness: Matthew J. Olsen, Manager, Regulatory Strategy/Compliance,
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Data Request:
Page 3 of the Petition states, "customers will be able to see and track how their daily lives or operations affect usage patterns".

a. List and explain the types of data customers will have access to online upon AMI installation. Confirm the beginning and ending meter reads will be available online.
b. Will there be additional support for customers who do not understand the data or have trouble navigating through the information?
c. What percentage of Otter Tail's South Dakota customers currently use the online account services? Once AMI metering is fully implemented, what percentage does Otter Tail hope to achieve?

Attachments: 0

Response:

a. Customers will have access to interval data which will present on the graph in 15-minute, 30 minute, hourly, daily, weekly, or monthly increments. The customer will be able to export the data into a spreadsheet or look at the usage at the individual meter level. The meter reading dates currently present on the hover over feature on the usage graph, along with the number of days in the billing period. The meter readings will not be presented online.
b. The option to contact customer service from within the portal exists as both a unique self-service option in the Customer Self-Service area as well as a broader option in the general navigation screen for those customers that wouldn't find the specific self-service option. If any additional messaging is required at the time interval data is displayed, that can be added at the site. Customers also have the ability to call in and speak with our Customer Service Representatives.

c. We have approximately 3,500 customers out of 11,700 SD customers that use our online services. That equates to 30% of SD customers. Our goals for online growth are typically 1.5 – 2.0% each year. As AMI is implemented and the full scope of information that can be provided to customers is realized, we will adjust targets accordingly.