

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 15, 2023

Responding Witness: Matthew J. Olsen, Manager, Regulatory Strategy/Compliance,
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Data Request:

Provide a thorough listing of all the challenges and costs associated with continuing to include traditional beginning and ending meter reads on customer bills once AMI meters are installed.

Attachments: 0

Response:

The development of a solution to provide beginning and ending meter reads to bills associated with each rate would have been a customized solution for both the MDMS and Billing Solution. The complexities of developing and maintaining a customized solution to pass the validated billing read was a solution that neither partner had confidence in providing. This led to the decision to provide total energy consumed over the billing period.

The most significant concern is regarding bill presentment. Meter reads could only be provided for customers on basic rates. Customers on more complex rates such as time of use or controlled service rates, can not have meter reads displayed. In these instances, customers would have a meter for which the readings would be displayed and another where no meter readings could be displayed on the same bill. This situation could lead to confusion for these customers.

When inquiring with vendors supporting the MDMS and Billing Solution, the vendors believed the logic to include meter reads for customers on basic rates is achievable. The challenge is more in when to implement this solution. If required prior to implementation, it could cause a delay in the project to install the advanced metering infrastructure. Alternatively, if the Company is authorized to proceed with implementation as scheduled and present bills without readings displayed as currently contemplated, Otter Tail can assess if customer concerns can be otherwise addressed and, if necessary, could work with these vendors to add meter readings again in the future.