

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 17, 2023

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

How many years has Otter Tail included beginning and ending meter reads on customer bills?

Why has Otter Tail included beginning and ending meter reads on customer bills to date?

Attachments: 0

Response:

As far as we are aware, we have always included the beginning and ending meter reads on our customer bills in compliance with ARSD 20:10:17:03, which governs billing content. Prior to advanced metering solutions, meter readings were the only data available to share with customers. The AMI system provides the customer with access to the granular data that supports a customer's energy consumption. This data will be validated and provided daily to the Customer Experience Portal. This data will be provided in 15-minute increments, this will allow customers to not only validate their usage but build an understanding of how they consume their energy as well. Otter Tail believes this will lead to increased customer satisfaction and confidence in their energy consumption.