

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:

Have there been instances where the beginning and ending meter reads on customer bills has caused confusion and questions from customers? Explain.

Attachments: 0

Response:

It has been our experience that customers don't often utilize the meter reads that are currently on the bills. They are more interested in the overall usage.

In general, displaying meter readings on bills today does not cause extensive confusion for customers. It has occurred for some customers on seasonal rates that presenting meter readings can appear as if they are being billed for the same usage on both rates and thus being billed twice. We are usually able to explain this when customers express this concern.

The challenge we foresee is that with AMI, certain rates will not be able to be accompanied by meter readings such as time of use rates. Customers on these rates will likely have multiple meters. Our concern is mostly that for these customers, meter readings would be shown for one meter and not the other and this will lead to confusion.