

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, 218 739-8657

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Data Request:

Provide a thorough listing of all benefits associated with continuing to include traditional beginning and ending meter reads on customer bills once AMI meters are installed. This list of benefits should include any benefits associated with customer satisfaction/experience and Company transparency as well as any benefits related to verification of billing amounts and troubleshooting/resolving customer billing disputes.

Attachments: 0

Response:

Otter Tail will display the customer's granular energy consumption through interval data on the Otter Tail Customer Experience Portal (CEP). The presentment of energy consumption provides a more complete view of how and when a customer uses their energy. Otter Tail believes this will lead to increased customer confidence and satisfaction when it comes to understanding the consumption they see on their bill.

There may be customers who, because they are used to seeing meter read data displayed, may wish to continue the tradition of calculating their usage using a calculator, for instance. While a change, presenting the consumption data without the readings is not a loss of information so much as a change in format. Paired with the details in the CEP, we are confident we will be able to address customer billing questions.