

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 the sections of the customer surveys that specifically relates to how important the inclusion of the beginning and ending meter read numbers on their bills are to them.

Attachments: 0

Response:

Otter Tail Power has not conducted surveys specifically requesting feedback on the importance of beginning and ending meter reading numbers on customer bills. In our focus groups unveiling our new bill design, customers did not raise this as a concern.

We have surveyed customers to request feedback on whether meter read dates were easy to find on their bill. All customers who responded indicated “yes,” they can easily locate the date of the meter reading.