Billing and account information: Disconnection *continued*

We may disconnect services for reasons other than nonpayment of electric service.

Some examples of disconnections with notice include:

- Failure of the customer to meet our deposit and credit requirements.
- Failure to make proper application for service.
- Violation of our company's regulations, which are on file with the South Dakota Public Utilities Commission.
- Failure to provide us with reasonable access to our company's equipment and property.
- Breach of contract for service between our company and the customer.

Some examples of disconnection without notice include:

- Unauthorized use of or tampering with our company's equipment.
- Conditions determined to be hazardous to the customer, other customers, our equipment, or the public.

Residential customers will receive an additional 30 days' notice of proposed disconnection during the period of November 1 through March 31.

Energy use

Your electric meter

We use electric meters to measure the electricity consumption delivered to a home or building. Our meter-testing program exceeds governmental standards to help ensure continuous, accurate measurement of electrical use. And we periodically test our meters. In addition to the computer-directed testing program, any customer may request a special meter test. The following rules govern special meter tests:

a. If a customer requests a meter test within one year of a previous request, we'll add a charge to the customer's bill if the metering equipment tests accurate. (Meter error is plus or minus less than 2%.)

b. The customer may be present or have a representative present during the meter test.

c. We'll give our report to the customer within one week. The report outlines test results and provides relevant metering information.

Meter reading and estimates

We collect customer energy consumption as registered by the meter each month unless the South Dakota Public Utilities Commission authorizes another meter-reading interval upon our company's petition. If we aren't able to remotely obtain your energy consumption for a full billing period of actual use, we automatically review your consumption history and estimate your meter reading. We indicate estimated readings on your statement. Learn more at **otpco.com/MyMeter**.

Additional information

The following information includes company policies based on rules and regulations from the South Dakota Public Utilities Commission.

Deposits

When a deposit is required the amount shall not exceed one-sixth of an estimated annual bill amount as authorized by the South Dakota Public Utilities Commission. Our company pays annual interest on all deposits at a rate of 7%. Interest begins accruing the day we receive the deposit and ends either the day of disconnection or when our company refunds the deposit. We apply interest earned as a credit on a customer's December bill. And we refund the deposit, plus any accrued interest, after 12 consecutive months of prompt payments. If a customer is unable to pay the full amount of a deposit, we'll accept deposit payments in installments over a period of no more than four months.

We may accept, in lieu of a deposit, a contract signed by a guarantor which is satisfactory to the utility whereby payment of a specified sum not exceeding the deposit requirement is guaranteed. The contract shall automatically terminate after the customer establishes satisfactory credit. The term of the guarantee agreement shall be for no longer than 12 months, and shall automatically terminate after the customer has closed and paid their account with us. We'll notify the guarantor when disconnect notices have been sent to the customer.

In lieu of accepting a cash deposit or guarantee agreement, a customer may be placed on an early payment list as defined by South Dakota Administrative Rules 20:10:19:05. A customer placed on an early payment list is required to pay their bill within five business days prior to the due date on the bill. If payment isn't received by then, we may disconnect service..

Reconnection policy

Reconnection charges apply to new accounts and reconnection following nonpayment or a disconnection at the customer's request.

If it's necessary to disconnect a customer's service for a valid cause and the condition is corrected, they may have to pay a reconnection fee based on the cost of restoring service.

When we disconnect service for nonpayment, the following reconnection conditions apply:

- The customer must make a payment toward the electric service bill, including late payment charges.
- The customer must pay a reconnection charge of $15 plus additional direct labor charges for overtime, or a minimum of two hours, whichever is greater if we made the reconnection outside of regular working hours.
- The customer may need to pay a deposit or an increase to an existing deposit.

When we disconnect service because of a hazardous condition, we don't charge for reconnection.

We're regulated by the South Dakota Public Utilities Commission. Customers may contact the South Dakota Public Utilities Commission at 605-773-3201 to discuss unresolved differences or to appeal an Otter Tail Power decision.

The Commission's address is:

South Dakota Public Utilities Commission
Capitol Building, 1st floor
500 E. Capitol Ave.
Pierre, SD 57501

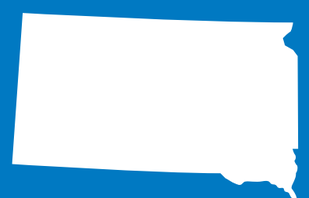
8/26

OTTER TAIL POWER COMPANY

Customer Service

General questions
Monday through Friday
8 a.m. to 5 p.m

Outages and emergencies
Available 24/7
800-257-4044
218-739-8877
otpco.com/ContactUs



South Dakota customer information

Contact us

Whether you need to report an outage, start or transfer service, or ask a question about your bill, we're here to help. Our Customer Service team is available for general questions during business hours, Monday through Friday from 8 a.m. to 5 p.m., and for outages and emergencies 24/7. Call us at **800-257-4044** or **218-739-8877**.

Outage and emergency service

Customers can report power outages or electric emergencies anytime using the option that works best:

- **My Account**: Access your online account to report an outage and follow restoration updates.
- **Outage map**: View near real-time outage information and updates.
- **Phone**: Call our outage and emergency line, available 24/7.

Our crews respond day or night, including weekends and holidays. Please report outages or emergencies right away, including power outages, downed power lines, disconnected services, or other situations that could affect electric service to a home or business.

Before reporting an outage, check your service panel to make sure a fuse hasn't blown or a circuit breaker hasn't tripped. If our equipment caused the outage, we'll restore service at no charge. Find outage updates and an outage map at **otpco.com/outages**.

Billing and account information

Service connection

Our primary responsibility is to provide safe, reliable, and cost-effective electricity to our customers. To cover the costs associated with setting up your new electric account, we'll include a one-time $15 service connection fee on your first electric service statement.

Stop, transfer, or start new electric service by calling our Customer Service team during business hours or using our self-service forms available at **otpco.com/service**. Please notify us two business days before you require routine service.

If the costs for extending service aren't justified, we may require a signed customer contract guaranteeing a minimum payment of no less than three years use of electric service. We also may require an advance payment to guarantee this minimum amount of revenue.

Ways to pay

We offer a variety of secure payment options including online, by phone, by mail, or at one of our drop-box locations. Explore the different programs available to help you manage and pay your bill below or find the right payment plan for you at **otpco.com/PaymentOptions**.

Programs to help manage and pay your bill

The **My Account** payment portal at otpco.com allows you to view and pay your bills with automatic or self-scheduled electronic payments using a bank account, credit card, or debit card (fees and limits may apply). You can also subscribe to receive email and text notifications about your electric service. To register you'll need your electric service account number and your service location zip code.

Ready Check automatically withdraws your monthly electric payments from your bank account. With Ready Check you authorize your bank to automatically pay your electric bill each month so you can avoid late or missed payments, write fewer checks, continue to receive paper bills, and pick your payment date range.

Billing and account information:
Programs to help manage and pay your bill *continued*

Our **Even Monthly Payment (EMP)** plan averages your electric bills from the past 12 months to project your monthly payments for the next year. Whether it's the biting cold of January or the searing heat of August, you'll pay the same amount each month. We'll review your account twice a year and adjust your EMP amount if your electric use changes significantly. We'll also pay interest on your average daily credit balance. And if EMP doesn't work for you, you can return to conventional billing at any time.

Payment assistance

If you're concerned about paying your bill for electric service, give us a call right away so we can work together to make a plan. Visit **otpco.com/HelpPaying** for more information.

Scam awareness

Scammers have targeted both our residential and business customers by posing as company employees—either in person, over the phone, or online—and demanding immediate payment while falsely threatening to disconnect your electric service. If you receive suspicious contact, ignore it and call us directly at **800-257-4044**. Stay alert and learn more at **otpco.com/AvoidScams**.

Late payment

If you forget to pay your electric bill or can't pay the amount due by the next billing date, you may be subject to a late payment charge. Customers who make at least 12 consecutive payments prior to the missed payment date won't receive a late payment charge. Unpaid balances greater than $5 are subject to a late payment charge if the customer has been delinquent more than once during the last 12 months. The delinquent amount for accounts on EMP or payment schedules will be the outstanding account balance or the outstanding scheduled payments, whichever is greater.

The maximum late payment charge is subject to a 1.5% monthly fee (18% annually), plus a $2.00 collection charge. We'll provide a notice of possible late payment charges on a customer's electric service statement after one missed payment and address a late payment charge during the next billing period. We'll credit all payments against the customer's oldest outstanding account balance before applying any late payment charge.

Any payments returned unpaid by a bank to us are subject to a $15 return-payment fee.

Disconnection

While we make every effort to contact customers and work with them to avoid disconnecting power, disconnections may be necessary in certain situations such as when electric bills aren't paid.

Before disconnection, we send a notice by first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date disconnection will take place, outlines the procedure to avoid disconnection, and indicates that a reconnection fee and deposit may apply should we need to disconnect the customer's service. In the case of a customer's disconnection, we'll provide personal notice by telephone at days 14, 7, 4 and 1 prior to the scheduled disconnection date. We'll also display a disconnection notice in the online **My Account** portal for customers who use this service.

How to read your bill

1. Company contact information.
2. The address where you receive electrical services.
3. Your account number.
4. The date your payment is due.
5. The billing date.
6. Previous payments on your account.
7. The amount due for this period.
8. Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
9. Optional donation to help provide energy assistance to those in need in South Dakota.
10. This area indicates whether your account is on our Ready Check program.
11. Your name and mailing address.
12. Other charges which may include late charges, customer service guarantees, connection charges, etc.
13. The type of service for which you are being billed.
14. Service dates of this billing.
15. Total kilowatt-hours used for each type of service.
16. Details of charges, including the rates used to calculate your bill.
17. The fuel, reagents, emission allowances, and purchased power adjustment.
18. The Energy Efficiency Program surcharge represents our investment in energy-efficiency programs that help our customers save energy.
19. The Phase-In Recovery Rider allows our company to recover costs associated with approved generation and distribution capital projects not included in base rates.
20. The Transmission Cost Recovery Rider allows our company to recover approved costs that aren't included in base rates but are associated with transmission additions designed to meet our customer's energy needs, accommodate the delivery of additional renewable energy, and enhance transmission system reliability.

