OTTER TAIL POWER COMPANY

Docket No: EL26-035
DR No: SD-PUC-01.03
Analyst: Jennie Fuerst
Date Received: 11/13/2026
Date Due: 11/20/2026
Date of Response: 11/18/2026
Responding Witness: Laura Dewey, Regulatory Compliance Coordinator, 218-736-8604, ldewey@otpco.com

Attachments: 2

Data Request:
Pursuant to ARSD 20:10:16:02(4) the customer information must include the customers right to appeal a utility's decision to the commission. There is no such language in the brochure. Please add and refile an amended redline and clean version.

Response:
The Customer Information Brochure currently advises customers that they may contact the South Dakota Public Utilities Commission to discuss unresolved differences. Otter Tail Power has revised this language to further clarify that customers have the right to appeal an Otter Tail Power decision to the Commission, consistent with ARSD 20:10:16:02(4). An amended redline (Attachment 1) and clean version (Attachment 2) of the brochure are attached.