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November 9, 2026

Ms. Leah Mohr
Executive Director
South Dakota Public Utilities Commission
Capitol Building, 1st floor
500 East Capitol Avenue
Pierre, SD 57501-5070

Re: In the Matter of Otter Tail Power Company's Customer Information Brochure Update
Docket No. EL26-
Initial Filing

Dear Ms. Mohr:

In compliance with ARSD 20:10:16:02, Otter Tail Power Company (Otter Tail Power or OTP) hereby submits to the South Dakota Public Utilities Commission (Commission) an updated South Dakota Customer Information Brochure (SD CIB).

To aid in the review of the proposed changes, a redlined version of the SD CIB is provided as Attachment 1 and a clean version of the updated brochure is provided as Attachment 2.

The updated SD CIB includes the following revisions:

Administrative and branding updates were made throughout the brochure to align with OTP's communication standards, including revisions to punctuation, capitalization, grammar, terminology, pronoun and other word usage, conjunction usage, symbols and other editorial changes for consistency and clarity.

Cover page:

- Updated outage reporting and outage information resources provide customers with more current and detailed information on reporting and monitoring outage status.
- Added a statement describing OTP's commitment to providing safe, reliable and cost-effective service.

Back page:

- Updated meter reading and estimated billing language to reflect the deployment of Advanced Metering Infrastructure (AMI).
- Removed references to self-read meters and customers in remote locations, as these are no longer applicable following AMI deployment.

Inside pages:

- Updated disconnection process information to reflect OTP's current practices as described in the Informational Filing submitted on April 7, 2026.
- Updated the sample bill image to more accurately reflect a typical residential customer bill following billing changes associated with OTP's most recent Rate Case (Docket No. EL25-022).

Otter Tail Power is committed to providing excellent customer service and believes the updated South Dakota Customer Information Brochure enhances readability while presenting important information in a clear, accessible, and easy-to-understand format.

Please contact me at 218-739-8604 or ldewey@otpco.com if you have any questions regarding this filing.

Sincerely,

/s/ LAURA DEWEY
Laura Dewey
Regulatory Compliance Coordinator

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Enclosures
By electronic filing