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 ~~two percent~~ 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

~~We read meters every month~~ unless the South Dakota Public Utilities Commission authorizes another meter-reading interval upon our company's petition. ~~When your meter isn't read,~~ we automatically review your consumption history and estimate your meter reading. We indicate estimated readings on your statement. ~~Customers in remote locations who read their own meters may submit meter reading forms on our website at otpco.com or by mailing us a completed meter reading card, which we provide on a yearly basis to all self-read customers.~~ Learn more at **otpco.com/MyMeter**.

If we are not able to remotely obtain your energy consumption for a full billing period of actual use

Additional information

The information ~~below~~ following 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 ~~percent~~ %. 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 ~~twelve (~~12~~)~~ months, and shall automatically terminate after the ~~C~~customer has closed and paid ~~the~~ their ~~Customer's~~ account with ~~the Company.~~ 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. ~~Customers~~ A customer placed on an early payment list ~~are~~ is required to pay their bill within five business days prior to the due date on the bill. ~~A customer on the early payments list will be subject to disconnection if the bill is not paid at least 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, ~~customers~~ 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 ~~do not~~ 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.

The Commission's address is:

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

~~9/24~~

OTTER TAIL POWER COMPANY

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

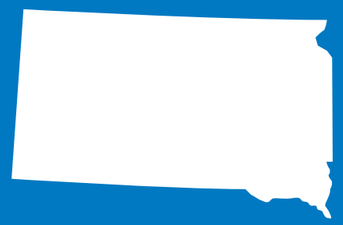
-My Account: Access your online account to report an outage and follow restoration updates.
-Outage map: View near real-time outage information and updates.
-Phone: Call our outage and emergency line, available 24/7.

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.

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

**see updated text located in the blue column on the left in white text for visibility*

~~Immediately report outages or emergencies, such as those caused by storms or accidents, at any time by calling us. Our crews respond to service interruptions day or night and on weekends and holidays. Examples of emergencies include power outages, downed power lines, disconnected services, or other circumstances that may affect electric service to your home or business.~~

Before ~~calling to report~~ reporting an outage, ~~always~~ check your service panel to make sure ~~you haven't blown~~ hasn't blown a fuse or ~~tripped~~ hasn't tripped a circuit breaker. ~~We'll restore service without a charge if the outage is a result of our equipment failure.~~ If our equipment caused the outage, we'll restore service at no charge.

Find ~~near real-time~~ outage ~~information,~~ updates~~,~~ and ~~a~~ map at **otpco.com/outages**.

an outage

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 ~~the customer to make~~ 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 ~~percent~~ % fee monthly (18 ~~percent~~ % 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 ~~first~~ disconnection, ~~the utility shall provide personal notice by~~ we'll provide personal notice by telephone at days 14, 7, 4 and 1 prior to ~~either telephone, visit, or certificate of mailing.~~ the scheduled disconnection date. We'll also display a disconnection notice in the online My Account portal for customers who use this service.

We may disconnect services for reasons other than nonpayment of electric service. *(This sentence was moved to the next page.)*

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 Transmission Cost Recovery Rider allows our company to recover approved costs that ~~are not~~ aren't included in base rates ~~and~~ but ~~that~~ 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.
20. The Phase-in Recovery Rider allows our company to recover costs associated with approved generation and distribution capital projects not included in base rates.

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OTTER TAIL POWER COMPANY

Questions about your bill? 2
Call: **800-257-4044** or **218-739-8877** 1
Write: PO Box 2002, Fergus Falls, MN 56538-2002
Visit: **otpco.com**

PAY ONLINE Scan the QR code or visit **otpco.com.**

PAY BY PHONE Call 800-257-4044. You'll need your account number and service location zip code. 6

YOUR ACCOUNT SUMMARY

Service location	FIRST AND LAST NAME 123 ANYWHERE ST ANYWHERE, ST 12345
3 Account number	12345678
4 Due date	Monday, November 14, 2022
5 Billing date	Monday, October 17, 2022
Previous balance	$150.00
Payments	($150.00)
Other billing activity	$2.86
Current EMP amount	$150.00
Total amount due	**$152.86**

MORE PAYMENT AND BILLING INFORMATION ON BACK.

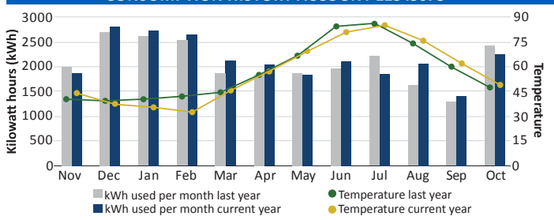
If payment is not credited to your account by Nov 14, 2022, a late payment charge of 1.5% (18% per year) plus $2.00 will be charged.

EVEN MONTHLY PAYMENT (EMP) STATUS 7

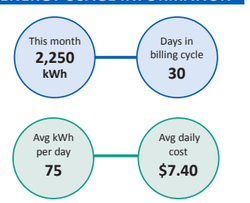
EMP balance forward	$127.25
Current billing amount	$222.09
Current EMP amount	**$150.00**
8-month EMP balance after payment	$199.34

811 Call before you dig.
Call 811 or your state's One Call office before you dig.

CONSUMPTION HISTORY ACCOUNT 12345678



ENERGY USAGE INFORMATION



DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

OTTER TAIL POWER COMPANY
215 South Cascade Street
Fergus Falls, MN 56537

☐ Check for mailing address change (see reverse side)

21824281 6 000015286 19

11 FIRST AND LAST NAME
1234 ELM ST E
ANYWHERE ST 56537-0496

243

Please make check payable and remit to:
Otter Tail Power Company
PO Box 2002
Fergus Falls, MN 56538-2002

8 Stock purchase $_____
9 Energy Share donation $_____

COPY - DO NOT PAY
10 This is a Ready Check account. The amount paid by your bank this month was $152.86.

Total amount due November 14, 2022 $152.86

Amount enclosed $

12345678-1 $152.86 EMP

PAYMENT AND OTHER BILLING ACTIVITY

6 Previous balance	$150.00
Payment 09/25/22	($150.00)
12 Late charge 10/17/22	$2.86
Current EMP amount	$150.00
TOTAL AMOUNT DUE	**$152.86**

HOW WE CALCULATED YOUR BILL 16

1. Residential Service - S101 13
Meter 12345678

14 10/15/22 Reading estimated	56789
09/15/22 Reading	56039
15 375 kWh @ .06252 Winter	$23.45
375 kWh @ .07594 Summer	$28.48
Customer Charge prorated	$9.86
17 Energy Adjustment	
375 kWh @ .03189	$11.96
375 kWh @ .02895	$10.86
18 Energy Efficiency Adjustment	$1.46
19 Transmission Cost Recovery	$6.39
20 Phase-In Recovery Rider	$7.41
Sales Tax	$4.49
Total Meter Charges	**$104.36**

2. Dual Fuel Self-Contained - S190
Meter 78787878

10/15/22 Reading estimated	15560
09/15/22 Reading	14060
750 kWh @ .01024 Winter	$7.68
750 kWh @ .01222 Summer	$9.17
Customer Charge prorated	$9.86
Facilities Charge prorated	$9.37
Fuel and Purchased Power	
750 kWh @ .03154	$23.66
750 kWh @ .02864	$21.48
Energy Efficiency Adjustment	$2.93
Transmission Cost Recovery	$12.78
Phase-In Recovery Rider	$6.52
Sales Tax	$4.66
Total Meter Charges	**$108.11**

3. Other Charges and Credits
Billing Period:
09/17/2022 - 10/17/2022

Outdoor Lighting 16 kWh	$7.86
Energy Adjustment	
8 kWh @ .02516	$0.20
8 kWh @ .02284	$0.18
Energy Efficiency Adjustment	$0.03
Transmission Cost Recovery	$0.14
Phase-In Recovery Rider	$0.80
Sales Tax	$0.41
Total Other Charges and Credits	**$9.62**

CURRENT BILLING AMOUNT $222.09

1. Residential Service – S101 14
Meter 12345678
Billing Period:
09/15/22 – 10/15/22

Customers with a new advanced meter will receive bills displaying the billing period.

Please scan the code or visit **otpco.com/mybill** for an explanation of your billing terms and rates.

Change of mailing address
Need your bill mailed to a different address? You can provide that address below. Please note that to change the name or service address, you'll need to contact us at 800-257-4044.

Phone:

Customer Notices

12345678-1