

OTTER TAIL POWER COMPANY

Docket No: GE20-002

Response to: SD Public Utilities Commission

Analyst: SD PUC Staff

Date Received: May 08, 2020

Date Due: May 22, 2020

Date of Response: May 22, 2020

Responding Witness: Peter J. Beithon, Manager, Regulatory Recovery - (218) 739-8607

Data Request:

1-6. Provide a thorough explanation of the Company’s normal billing, collection, and write-off policies and procedures and how they have been revised for this COVID-19 crisis. Please include flowcharts showing all the different scenarios and timelines involved in the customer bill collection process.

Attachments: 0

Response:

The table below describes OTP’s normal processes and how these have changed during the pending COVID-19 crisis.

OTP Retail account collection process		
Bill Category/item	Pre-COVID-19	During COVID-19
Initial Bill - Day 0	Due 25 days from day 0	Due 25 days from day 0
Late event (Late Fee Next bill date)	Day 30	<ul style="list-style-type: none"> <li>Suspended for Residential, Small Commercial and Farm Class</li> <li>Day 30 for all other classes</li> </ul>
Late notice (Disconnect Notice)	Day 35	<ul style="list-style-type: none"> <li>Suspended for Residential, Small Commercial and Farm Class</li> <li>Day 35 for all other classes</li> </ul>
Late notice (COVID-19 letter - Began 4/16/20)	N/A	<ul style="list-style-type: none"> <li>Day 35 Residential, Small Commercial and Farm Class customers</li> </ul>
Outbound collection calls	Were in the process of just starting to make outbound informational calls. Was not yet a regular process	As of April 24, 2020, Office staff and Sales group began making outbound collection calls to customers. Calls were based on customers on the excessive arrears report. Discuss reasons for call, payment options, arrangements and assistance that may be available Energy/Business Assistance. Sales - covers commercial customers and office staff covers residential customers.
Disconnect action	Day 57	<ul style="list-style-type: none"> <li>Suspended for Residential, Small Commercial and Farm Class</li> <li>Day 57 for all other classes</li> </ul>
Disconnected final bill	7 days after disconnection	<ul style="list-style-type: none"> <li>Suspended for Residential, Small Commercial and Farm Class</li> <li>7 days after disconnection for all other classes</li> </ul>
Final bill	Due upon receipt	Due upon receipt
Final bill reminder	28 days after final bill	28 days after final bill
Charge off collection Pre-process	60 days from final bill - part of the process includes office staff making calls to customers to discuss payment, payment arrangements and when the account would be turned over to collections	60 days from final bill - part of the process includes office staff making calls to customers to discuss payment, payment arrangements and when the account would be turned over to collections