

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

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Data Request:

1-7. If the Company chose to temporarily discontinue disconnections and/or late payment fees, provide the Company's reasoning for doing so and the other alternatives the Company discussed.

Attachments: 0

Response:

Otter Tail suspended disconnecting residential and small commercial customers as of March 18, 2020 and suspended issuance of late fees as of March 20, 2020. Otter Tail considered continuing with the normal disconnect process, but with children home from school and the threat of national legislation to force utilities into a moratorium on disconnects, taking this action temporarily was in the best interest of the company and our customers. Otter Tail continues efforts to encourage customers to make payments or establish payment plans. We attempt to make contact with customers by phone to inform them if they are late or behind on their bills. We have also been sending, in lieu of disconnect notices, a letter informing customers that we are willing to help with payment plans as necessary during this crisis.