

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:

1-8. Has the Company provided customers that will be disconnected when the disconnect moratorium is lifted any additional correspondence, outside of the normal correspondence, reminding them that the entire balance will be required to be paid once the disconnect moratorium period is complete or they will lose their service?

Attachments: 0

Response:

OTP continues to send letters and proactively make outbound calls to customers who are behind in paying their bill. We have not at this time provided customers with any information specific to the transition to disconnections since that timing is not currently known. We continue to emphasize the importance of customers entering into and maintaining payment plans. We anticipate sending a letter to all customers at risk of disconnection prior to the end of the disconnection moratorium reminding them of their obligation.