

OTTER TAIL POWER COMPANY

Docket No: GE20-002

Response to: SD Public Utilities Commission

Analyst: SD PUC Staff

Date Received: June 02, 2020

Date Due: June 16, 2020

Date of Response: June 16, 2020

Responding Witness: Ron Spangler, Jr., Manager, Customer Care & Relations (218) 739-8838

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Data Request:

Regarding the Company's moratorium on disconnections, provide the following:

- a. The number of disconnections that have been suspended since the moratorium began.
- b. The amount of lost disconnection fee revenue since the moratorium began.
- c. The increase in accounts receivable attributable to the customers that did not get disconnected due to the moratorium.
- d. How many customers have set up payment plans to pay their bills since the moratorium began?
- e. How many customers have declined payment plans since the moratorium began?
- f. Confirm that if the deferred accounting treatment and regulatory asset are approved, the Company will continue to provide updates to the information provided in parts a through e on a quarterly basis.

Attachments: 0

Response:

- a. As of the date of this IR response, there has been a total of 417 South Dakota customers where Otter Tail Power did not pursue disconnection actions since we voluntarily suspended disconnections.
- b. Otter Tail Power Company does not have a fee for disconnection, but rather a reconnection fee.
- c. We are currently working with our customer information system vendor to identify the data necessary to develop a report in order to complete this portion of the response. We anticipate it will take a couple of months to complete this effort.
- d. There have been 37 payment plans.
- e. For purposes of the response, we have the ability to provide the payment plans terminated due to missed payments, non-sufficient funds or customer suspended plans. The total of these types of terminated plans has been 16. The remaining plans are either in good standing or have been fully met and paid.
- f. Depending on the specific data requirements the company believes we can submit data on a quarterly basis.