

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:

Explain any new and creative billing and collection procedures the Company has begun to employ during this moratorium period to keep nonpayment to a minimum.

Attachments: 0

Response:

We've replaced what would have been the disconnection notice with a letter to customers encouraging them to contact us to discuss payment options and potential payment agreements. We also continue to encourage customers to contact energy assistance providers and for the customer to apply for help with paying their electric bill. In addition, we are making outbound calls to customers to discuss their past due electric bills. When we are successful reaching the customer, we again discuss payment options, payment arrangements and encourage them to contact energy assistance providers. We are also discussing energy efficiency measures with customers as well when applicable to the circumstance.

We're periodically leveraging social media to encourage customers to contact us if they are having trouble payment their electric bill as well as to contact energy assistance to see if the provider can help with payment of the customer's electric bill. We have added enhancements to our website with the addition of a COVID page to be an overall resource for our customers during this time. [www.otpc.com/our-covid-19-response/](http://www.otpc.com/our-covid-19-response/)