

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

---

Data Request:

Confirm that the Company has continued to encourage customers to stay current on their utility bills or, if necessary, set up payment plans during the disconnection moratorium, and that service representatives have not discouraged customers from staying current on payments or setting up payment plans.

Attachments: 0

Response:

Please also refer to the response to SD-PUC-02.3. Customer Service employees continue to actively work with customers to do what we can to help them in this situation and our ultimate goal is for the customer to be current on payment for the electric services we provide. We continue to encourage customers to make payments to get them current and if the customer can't make a payment, then we discuss establishing a payment agreement.

In some situations certain customers are not able to make a payment nor enter into a defined payment agreement. In these situations, we stress the importance of the customer to maintain contact with us so we can understand their situations and help with payment options or arrangements in the future.