

215 South Cascade Street
PO Box 496
Fergus Falls, Minnesota 56538-0496
218 739-8200
www.otpc.com (web site)

January 31, 2022



Ms. Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
Capitol Building, 1st floor
500 East Capitol Avenue
Pierre, SD 57501-5070

**RE: Otter Tail Power Company COVID-19 Quarterly Report – Compliance Filing
Docket No. GE20-002**

Dear Ms. Van Gerpen:

Otter Tail Power (Otter Tail) files this quarterly compliance filing in response to the South Dakota Public Utilities Commission’s (Commission) August 19, 2020 Order, paragraphs 4 and 5.

I. ORDERING PARAGRAPH 4 OF THE COMMISSION’S AUGUST 19, 2020 ORDER REQUIRES:

“The Petitioners will provide, on a quarterly basis, updates regarding all known and estimated cost increases and decreases and revenue increases and decreases it plans to include in its regulatory asset. These updates are required until there are no changes to report regarding the balance of the regulatory asset.”

The following information is provided as required by ordering paragraph 4 of the Commission’s August 19, 2020 Order.

A. Increased Costs:

In 2021, there has been very little in increased non-labor costs resulting from COVID, which includes additional materials and supplies, information technology and miscellaneous expenses.

In 2021 Otter Tail incurred \$43K additional non-labor costs for PPE and miscellaneous expenses. The total non-labor costs incurred year to date are \$434K system wide. Any labor costs would be limited to only additional labor costs caused by pandemic related activities.

It is important to note the amounts listed above do not include any increases in overtime labor expense for things such as additional travel expense incurred to allow field crews to travel without sharing vehicles.

One area which Otter Tail expected to have increased expense was bad debts. It appears since disconnects have been reinstated in South Dakota that accounts receivable amounts for South Dakota trended towards a normal level.

Otter Tail does not have an itemized list of actual cost reductions resulting from the COVID pandemic, but operating and maintenance costs for travel, lodging and meetings were down approximately \$88,000 (South Dakota share) as compared to 2019 and first and second quarters 2020 (for the reporting period which was 21 months) due to Management's early response and because of the effects of the pandemic. As of the end of December 2021 expenses are trending back to normal levels (tracking similar to 2018 and 2019).

B. Accounts Receivable Aging:

Below are the second, third and fourth quarter 2020 plus the first, second and third quarter 2021 aging reports for customers by month. The reports are as of the end of each month.

Second Quarter 2020:

Apr-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 1,356,388 | 935,531 | 163,596 | 106,777 | 150,484 |
| Commercial | 523,679 | 474,691 | 26,212 | 14,243 | 8,533 |
| Industrial | 815,447 | 797,714 | 7,068 | 5,992 | 4,672 |
| Total | 2,695,515 | 2,207,936 | 196,877 | 127,013 | 163,689 |

May-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 1,240,398 | 764,816 | 170,760 | 107,651 | 197,172 |
| Commercial | 465,774 | 408,606 | 25,045 | 13,089 | 19,034 |
| Industrial | 1,036,034 | 1,029,015 | 4,980 | 2,039 | - |
| Total | 2,742,206 | 2,202,437 | 200,785 | 122,778 | 216,206 |

Jun-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 1,154,119 | 688,900 | 123,878 | 112,479 | 228,862 |
| Commercial | 452,456 | 401,505 | 11,677 | 12,691 | 26,583 |
| Industrial | 1,088,053 | 1,080,001 | 8,053 | - | - |
| Total | 2,694,627 | 2,170,406 | 143,607 | 125,170 | 255,445 |

Third Quarter 2020:

Jul-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 1,230,933 | 786,287 | 118,079 | 69,749 | 256,818 |
| Commercial | 529,859 | 482,714 | 13,062 | 1,021 | 33,062 |
| Industrial | 1,123,353 | 1,114,132 | 9,154 | 67 | - |
| Total | 2,884,145 | 2,383,133 | 140,295 | 70,837 | 289,880 |

Aug-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 1,055,854 | 681,637 | 118,103 | 58,801 | 197,313 |
| Commercial | 466,469 | 410,817 | 26,826 | 4,697 | 24,130 |
| Industrial | 1,064,818 | 1,063,754 | 1,064 | - | - |
| Total | 2,587,141 | 2,156,208 | 145,992 | 63,498 | 221,443 |

Sep-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 898,415 | 607,734 | 85,353 | 54,728 | 150,600 |
| Commercial | 470,661 | 420,032 | 19,262 | 9,548 | 21,819 |
| Industrial | 1,131,124 | 1,122,946 | 8,177 | - | - |
| Total | 2,500,200 | 2,150,712 | 112,793 | 64,276 | 172,420 |

Fourth Quarter 2020:

Oct-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 712,449 | 454,558 | 113,819 | 23,221 | 120,850 |
| Commercial | 484,756 | 404,367 | 42,402 | 9,400 | 28,586 |
| Industrial | 1,102,540 | 1,095,570 | 6,970 | - | - |
| Total | 2,299,745 | 1,954,496 | 163,192 | 32,621 | 149,436 |

Nov-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 731,259 | 473,380 | 98,357 | 64,906 | 94,617 |
| Commercial | 439,611 | 374,815 | 21,392 | 11,126 | 32,278 |
| Industrial | 778,901 | 769,291 | 9,595 | 15 | - |
| Total | 1,949,771 | 1,617,486 | 129,344 | 76,047 | 126,895 |

Dec-20

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 501,138 | 292,034 | 88,382 | 40,513 | 80,208 |
| Commercial | 435,380 | 374,031 | 20,077 | 8,765 | 32,507 |
| Industrial | 1,109,883 | 1,105,606 | 2,472 | 1,790 | 15 |
| Total | 2,046,401 | 1,771,671 | 110,932 | 51,068 | 112,730 |

First Quarter 2021:

Jan-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 798,196 | 764,510 | (45,962) | 38,535 | 41,113 |
| Commercial | 538,494 | 490,624 | 11,789 | 6,039 | 30,042 |
| Industrial | 1,094,061 | 1,085,785 | 4,083 | 2,388 | 1,805 |
| Total | 2,430,750 | 2,340,918 | (30,089) | 46,961 | 72,960 |

Feb-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 907,793 | 795,453 | 143,947 | (53,241) | 21,633 |
| Commercial | 520,757 | 468,831 | 26,185 | 4,340 | 21,402 |
| Industrial | 1,324,418 | 1,307,066 | 12,999 | 1,271 | 3,082 |
| Total | 2,752,968 | 2,571,350 | 183,131 | (47,630) | 46,117 |

Mar-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 772,967 | 678,904 | 111,344 | 53,608 | (70,888) |
| Commercial | 448,700 | 405,587 | 25,699 | 5,458 | 11,956 |
| Industrial | 1,086,649 | 1,059,671 | 20,819 | 1,806 | 4,353 |
| Total | 2,308,316 | 2,144,162 | 157,861 | 60,872 | (54,579) |

Second Quarter 2021:

Apr-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 806,389 | 717,885 | 99,423 | 41,014 | (51,933) |
| Commercial | 512,151 | 474,615 | 15,158 | 6,467 | 15,911 |
| Industrial | 1,159,151 | 1,149,866 | 1,603 | 1,743 | 5,939 |
| Total | 2,477,692 | 2,342,366 | 116,184 | 49,224 | (30,083) |

May-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 745,226 | 616,451 | 114,562 | 39,783 | (25,570) |
| Commercial | 467,074 | 418,479 | 29,288 | 6,817 | 12,490 |
| Industrial | 1,135,689 | 1,123,266 | 3,866 | 1,339 | 7,218 |
| Total | 2,347,989 | 2,158,196 | 147,716 | 47,939 | (5,861) |

Jun-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 702,275 | 577,411 | 95,894 | 43,634 | (14,664) |
| Commercial | 457,263 | 421,730 | 10,358 | 20,198 | 4,977 |
| Industrial | 1,280,511 | 1,269,139 | 1,551 | 1,404 | 8,417 |
| Total | 2,440,049 | 2,268,279 | 107,803 | 65,236 | (1,269) |

Third Quarter 2021:

Jul-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 812,634 | 690,590 | 91,577 | 40,140 | (9,672) |
| Commercial | 512,262 | 478,824 | 13,602 | 3,229 | 16,606 |
| Industrial | 1,148,847 | 1,148,727 | (86) | 263 | (57) |
| Total | 2,473,743 | 2,318,141 | 105,093 | 43,632 | 6,878 |

Aug-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 809,268 | 676,488 | 101,641 | 38,164 | (7,025) |
| Commercial | 487,032 | 446,534 | 32,885 | 5,332 | 2,282 |
| Industrial | 1,166,912 | 1,164,883 | 1,693 | (141) | 477 |
| Total | 2,463,212 | 2,287,905 | 136,219 | 43,355 | (4,267) |

Sep-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 513,605 | 401,954 | 92,552 | 28,612 | (9,513) |
| Commercial | 431,600 | 410,776 | 13,151 | 3,780 | 3,893 |
| Industrial | 1,143,505 | 1,140,872 | 879 | 1,418 | 336 |
| Total | 2,088,710 | 1,953,602 | 106,583 | 33,810 | (5,284) |

Oct-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 410,449 | 357,474 | 32,560 | 32,842 | (11,708) |
| Commercial | 377,163 | 355,768 | 12,148 | 3,079 | 5,450 |
| Industrial | 1,119,511 | 1,115,168 | 1,524 | 1,402 | 1,418 |
| Total | 1,907,123 | 1,828,409 | 46,232 | 37,323 | (4,841) |

Nov-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 476,529 | 392,760 | 73,168 | 8,581 | 2,021 |
| Commercial | 453,656 | 421,460 | 25,966 | 4,691 | 1,540 |
| Industrial | 1,165,823 | 1,165,783 | 40 | - | - |
| Total | 2,096,009 | 1,980,002 | 99,173 | 13,272 | 3,561 |

Dec-21

| Class | Total | 1-30 days | 31-60 days past due | 61-90 days past due | 90+ days past due |
|-------------|-----------|-----------|---------------------|---------------------|-------------------|
| Residential | 593,956 | 475,569 | 87,224 | 32,248 | (1,084) |
| Commercial | 482,549 | 425,400 | 35,553 | 16,303 | 5,292 |
| Industrial | 1,333,805 | 1,333,692 | 113 | - | - |
| Total | 2,410,310 | 2,234,661 | 122,890 | 48,551 | 4,208 |

C. Sales Impacts:

Otter Tail’s kWh total South Dakota actual sales were 1.0 percent below budget for 2021 and 3.7 percent under budget for the second, third, fourth quarters of 2020 plus 2021 combined. Residential sales were 3.4 percent below and 1.52 percent below budget respectively, Commercial sales were 0.2 percent below and 4.3 percent below budget respectively and sales to other public authorities were 4.3 percent above budget and 7.9 percent above budget respectively.

Otter Tail’s kWh total South Dakota actual sales as compared to 2020 actual were 2.5 percent above for 2021 and 0.5 percent above for the second, third, fourth quarters of 2020 and 2021 combined.

Total South Dakota base revenues (non-rider) were \$1.1 million (2.5 percent) below budget for the second, third, fourth quarters 2020 and 2021 combined.

II. ORDERING PARAGRAPH 5 OF THE COMMISSION’S AUGUST 19, 2020 ORDER REQUIRES:

“The Petitioners will provide, on a quarterly basis, status updates regarding, at a minimum, the number of customers that have been disconnected, number of customers that are in arrears at the time the quarterly report is submitted, the total amount of arrears associated to the number of customers reported, and payment arrangements that have been made with its customers, including number of payment arrangements made, average length of payment arrangements, and total dollar amounts associated with such payment arrangements. The updates shall include both quarterly and cumulative information, if available, and be required until utilities are no longer tracking bad debt associated with COVID-19.”

The number of customers that have been disconnected:

| Count of ACCOUNT_STAT Column Labels | | | | | | | | | |
|-------------------------------------|-----------|------------|------------|-----------|------------|-----------|-----------|------------|--|
| Row Labels | 2020 | | | 2021 | | | | 2021 Total | |
| | Qtr3 | Qtr4 | 2020 Total | Qtr1 | Qtr2 | Qtr3 | Qtr4 | | |
| S | 65 | 124 | 189 | 78 | 104 | 77 | 40 | 299 | |
| CUTON | 33 | 65 | 98 | 43 | 66 | 51 | 29 | 189 | |
| FINAL | 32 | 59 | 91 | 35 | 38 | 26 | 11 | 110 | |
| Grand Total | 65 | 124 | 189 | 78 | 104 | 77 | 40 | 299 | |

The above table shows the number of accounts disconnected by quarter with the current status of the account:

CUTON - Account was disconnected, but the customer has either paid outstanding balance in full, entered into a payment arrangement or Otter Tail has received some form or guarantee from a third party.

FINAL - Account was disconnected and the account is ultimately final, and service not provided to the customer who was disconnected.

The number of customers that are in arrears at the time the quarterly report is submitted:

| 30-60 Accounts | Column Labels | | | | | | | |
|--------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Row Labels | 5/29/2020 | 6/30/2020 | 7/31/2020 | 8/31/2020 | 9/30/2020 | 10/30/2020 | 11/30/2020 | 12/31/2020 |
| S | 1537 | 1472 | 1426 | 1308 | 1335 | 1462 | 1454 | 1272 |
| GOV | 39 | 38 | 30 | 26 | 23 | 31 | 38 | 25 |
| LGC | 2 | 4 | 2 | 1 | 2 | 2 | 4 | 5 |
| RES | 1366 | 1307 | 1269 | 1169 | 1215 | 1304 | 1281 | 1124 |
| SMC | 130 | 123 | 125 | 112 | 95 | 125 | 131 | 118 |
| Grand Total | 1537 | 1472 | 1426 | 1308 | 1335 | 1462 | 1454 | 1272 |

| 30-60 Accounts | Column Labels | | | | | | | | | | | |
|--------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Row Labels | 1/29/2021 | 2/26/2021 | 3/31/2021 | 4/30/2021 | 5/28/2021 | 6/30/2021 | 7/31/2021 | 8/31/2021 | 9/30/2021 | 10/29/2021 | 11/30/2021 | 12/30/2021 |
| S | 1192 | 1143 | 1040 | 1014 | 1177 | 1190 | 1258 | 1136 | 1017 | 1173 | 1186 | 1155 |
| GOV | 34 | 20 | 30 | 11 | 15 | 10 | 33 | 13 | 7 | 14 | 18 | 14 |
| LGC | 6 | 3 | 5 | 3 | 4 | 3 | 2 | 3 | 2 | 4 | 1 | 2 |
| RES | 1043 | 1023 | 898 | 907 | 1046 | 1073 | 1113 | 1020 | 916 | 1058 | 1049 | 1032 |
| SMC | 109 | 97 | 107 | 93 | 112 | 104 | 110 | 100 | 92 | 97 | 118 | 107 |
| Grand Total | 1192 | 1143 | 1040 | 1014 | 1177 | 1190 | 1258 | 1136 | 1017 | 1173 | 1186 | 1155 |

The total amount of arrears associated to the number of customers reported:

| Sum of Past Due | Column Labels | | | | | | | |
|--------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Row Labels | 5/29/2020 | 6/30/2020 | 7/31/2020 | 8/31/2020 | 9/30/2020 | 10/30/2020 | 11/30/2020 | 12/31/2020 |
| S | \$543,525 | \$521,630 | \$530,071 | \$445,858 | \$410,841 | \$405,445 | \$352,261 | \$319,342 |
| GOV | \$6,397 | \$2,476 | \$4,409 | \$4,892 | \$2,672 | \$19,289 | \$4,094 | \$4,048 |
| LGC | \$7,019 | \$8,053 | \$9,221 | \$1,064 | \$8,177 | \$6,970 | \$9,762 | \$4,277 |
| RES | \$462,102 | \$449,628 | \$444,930 | \$374,821 | \$342,153 | \$304,796 | \$278,215 | \$251,553 |
| SMC | \$68,007 | \$61,473 | \$71,510 | \$65,082 | \$57,839 | \$74,389 | \$60,189 | \$59,464 |
| Grand Total | \$543,525 | \$521,630 | \$530,071 | \$445,858 | \$410,841 | \$405,445 | \$352,261 | \$319,342 |

| Sum of Past Due | Column Labels | | | | | | | | | | | |
|--------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Row Labels | 1/29/2021 | 2/26/2021 | 3/31/2021 | 4/30/2021 | 5/28/2021 | 6/30/2021 | 7/31/2021 | 8/31/2021 | 9/30/2021 | 10/29/2021 | 11/30/2021 | 12/30/2021 |
| S | \$309,206 | \$326,152 | \$309,771 | \$237,465 | \$272,275 | \$258,717 | \$257,197 | \$233,400 | \$190,593 | \$219,016 | \$217,653 | \$263,703 |
| GOV | \$2,422 | \$1,872 | \$2,627 | \$602 | \$693 | \$991 | \$4,377 | \$18,716 | \$176 | \$357 | \$15,067 | \$37,373 |
| LGC | \$8,277 | \$12,245 | \$26,978 | \$9,310 | \$12,423 | \$11,372 | \$55 | \$1,693 | \$2,860 | \$4,343 | \$40 | \$113 |
| RES | \$246,227 | \$265,398 | \$238,698 | \$192,221 | \$211,785 | \$203,488 | \$206,027 | \$189,173 | \$163,600 | \$187,021 | \$180,454 | \$201,241 |
| SMC | \$52,280 | \$46,637 | \$41,468 | \$35,331 | \$47,374 | \$42,866 | \$46,737 | \$23,819 | \$23,956 | \$27,295 | \$22,091 | \$24,976 |
| Grand Total | \$309,206 | \$326,152 | \$309,771 | \$237,465 | \$272,275 | \$258,717 | \$257,197 | \$233,400 | \$190,593 | \$219,016 | \$217,653 | \$263,703 |

Note: for the number of accounts past due and the associated dollars, we started tracking this information as of May 2020. We do not have a good way to pull the data prior to May 2020. The information in the accounts receivable aging section above includes accounts with both debit and credit balances. The table above only looks at accounts with debit balances. This represents the outstanding balances that are at risk.

Payment arrangements that have been made with its customers:

Number of Payment Arrangements:

| Count of ACCOUNT_NO Column Labels | | | | | | | | | | | |
|-----------------------------------|------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|
| 2020 | | | | | | | | | | | |
| Row Labels | Qtr1 | Qtr2 | Qtr3 | Qtr4 | 2020 Total | 2021 | | | | 2021 Total | |
| | | | | | | Qtr1 | Qtr2 | Qtr3 | Qtr4 | | |
| Good Standing | | | | | | | | | | 17 | 17 |
| Paid | | 13 | 25 | 114 | 189 | 341 | 119 | 80 | 82 | 35 | 316 |
| Suspended/Terminated | | 34 | 42 | 306 | 259 | 641 | 123 | 100 | 113 | 49 | 385 |
| Grand Total | | 47 | 67 | 420 | 448 | 982 | 242 | 180 | 195 | 101 | 718 |

Average length of payment arrangements:

| Average of Length (Weeks) Column Labels | | | | | | | | | | | |
|---|------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2020 | | | | | | | | | | | |
| Row Labels | Qtr1 | Qtr2 | Qtr3 | Qtr4 | 2020 Total | 2021 | | | | 2021 Total | |
| | | | | | | Qtr1 | Qtr2 | Qtr3 | Qtr4 | | |
| Good Standing | | | | | | | | | | 4.66 | 4.66 |
| Paid | | 2.26 | 2.65 | 3.37 | 3.43 | 3.31 | 2.66 | 2.24 | 2.31 | 1.99 | 2.39 |
| Suspended/Terminated | | 2.76 | 1.72 | 4.86 | 5.27 | 4.71 | 3.14 | 2.52 | 2.67 | 1.92 | 2.68 |
| Grand Total | | 2.62 | 2.07 | 4.45 | 4.49 | 4.22 | 2.90 | 2.39 | 2.52 | 2.40 | 2.60 |

Note: the average length of arrangements are impacted by customers who enter into an arrangement and the customer either: pays off the arrangement early (very rarely occurs), terminates the arrangement due to broken or reversed payment (NSF) or suspends the arrangement. Suspended arrangements could be due to the customer calling because they are not being able to meet a previously agreed to arrangement, payment amount guaranteed by an agency, etc. An example of a terminated arrangement and the impacts to the average length could consist of: customer enters into an arrangement for three months of payment towards the outstanding balance and new bills as they are created. Customer makes first payment but misses the second payment and the arrangement is terminated in month two. The length of the arrangement for this situation would be reflected in the averages as two months rather than three months. Any reporting prior to the customer failing to meet the arrangement would have reflected the length of the arrangement as three months.

Total dollar amounts associated with such payment arrangements:

| Sum of ARRANGEMENT_A Column Labels | | | | | | | | | | | |
|------------------------------------|------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|-----------------|------------------|
| 2020 | | | | | | | | | | | |
| Row Labels | Qtr1 | Qtr2 | Qtr3 | Qtr4 | 2020 Total | 2021 | | | | 2021 Total | |
| | | | | | | Qtr1 | Qtr2 | Qtr3 | Qtr4 | | |
| Good Standing | | | | | | | | | | \$8,120 | \$8,120 |
| Paid | | \$12,689 | \$15,011 | \$56,189 | \$100,684 | \$184,573 | \$61,618 | \$39,820 | \$28,960 | \$29,652 | \$160,049 |
| Suspended/Terminated | | \$33,204 | \$24,370 | \$343,853 | \$247,602 | \$649,029 | \$122,577 | \$86,609 | \$89,521 | \$27,288 | \$325,994 |
| Grand Total | | \$45,892 | \$39,381 | \$400,042 | \$348,287 | \$833,602 | \$184,195 | \$126,428 | \$118,480 | \$65,060 | \$494,163 |

Note: For the count, average length and dollar amount associated with arrangements, this information is based on data as of the end of September 2021. Between September 2021 and the time of the next report, the status of arrangements will change as customers meet or fail to meet arrangements. Data for the individual statuses will not match the data in reports from prior quarters due to the change in status as customers meet or fail to meet arrangements.

Please contact me at (218) 739-8607, (218) 205-5234, or pbeithon@otpc.com should you have any questions.

Sincerely,

/s/ PETE BEITHON
Pete Beithon
Manager, Regulatory Recovery

tlk
By electronic filing