

**Volume II
Section 4
Tariff Sheets**

**Otter Tail Power
Company**



Fergus Falls, Minnesota

First Revised Sheet No. 1 Cancelling Original Sheet No. 1

Section 4.02 METER READINGS

Unless authorized by statute, rule, or other appropriate authority, readings of all Meters used for determining charges to Customers shall be made each month. The term “month” for Meter reading and billing purposes is the period between successive Meter reading dates, which shall be nearly as practicable to 30-day intervals. When the Company is unable to gain access to a Meter, it shall leave a Meter-reading form for the Customer and an estimated bill will be rendered for that billing period. The Company may use an estimated reading for up to two months as arrangements are made for a Company representative to contact the Customer. The Company may move the Meter to a self-read status when necessary.

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SELF-READ CUSTOMERS: Customers designated as self-read Meter Accounts shall, upon request of the Company, report the reading of their Meter monthly online, or on forms provided by the Company. At a minimum, the Company will verify Meter readings of self-read Meter Accounts at least once within a 12-month period, and when there is a change in occupancy of the premises.

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Section 4.03 ESTIMATED BILLING

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Pursuant to South Dakota Administrative Rules 20:10:17:11, when access to a Meter cannot be gained and the Customer fails to supply a Meter-reading form in time for the billing operation, an estimated bill may be rendered by the Company. When necessary, the Company may render estimated bills without reading Meters or supplying Meter-reading forms to Customers.

Estimated bills are based on the Customer's normal consumption for a corresponding period during the preceding year, or average consumption during the three preceding months, or any other method authorized by the South Dakota Public Utilities Commission. Only in unusual cases (such as inability to gain access to the Meter, failure of Customer to supply Meter readings, or bad weather) or when approval is obtained from the Customer shall more than three consecutive estimated bills be rendered.

If an estimated bill appears to be abnormal when a subsequent reading is obtained, the bill for the entire period is computed at a rate which contemplates the use of service during the entire period and the estimated bill is deducted. If there is reasonable evidence that the use occurred during only one billing period, the bill shall be so computed.

For Meters located where the Company has no resident service representative, or the resident service representative is unavailable, the Customer will have the option to choose to have final readings based on an estimate at the time the Customer requests that service be discontinued or an actual reading taken on the next available business day that the service representative can take a final Meter reading. Estimates will be made on the basis of previous average usage. All estimated readings are clearly marked as such.

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Section 4.04 METER TESTING AND METER FAILURE

The Company will maintain and test its metering equipment in accordance with the Rules of the South Dakota Public Utilities Commission. If the Company’s test shows a Meter to have an average error of two percent (2%) or more, either fast or slow, a proper correction shall be made. In accordance with South Dakota Administrative Rule 20:10:17:06 and this section, The refund or charge for both fast or slow Meters shall be based on corrected Meter readings for a period equal to one-half the time elapsed since the last testing of the Meter, but not to exceed six months. If it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, a billing adjustment shall be made from that date. The average error of a Meter shall be defined as one fifth the algebraic sum of 1) one times the error at light load, and 2) four times the error at a heavy load. Only the Customer served by the Meter at the time of testing is eligible for a refund.

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The Customer shall be advised of metering equipment failure, and of the basis for the estimated bill.

In accordance with South Dakota Administrative Rule 20:10:17:08 and this Section, if a Meter is found not to register or to register intermittently for any period, the Company may charge for an estimated amount of electricity used. The estimate shall be calculated by averaging the Energy usage registered over corresponding periods in previous years. In the absence of such information, similar periods of known accurate measurement preceding or subsequent to the period in question shall be used.

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The Customer may request the Company to test the Meter. If the request to test a Meter is made within one year of a previous test, a charge will be added to the Customer’s bill if the metering equipment tests accurate (Meter error is plus or minus less than two percent). The charges will be as follows:

Single-Phase or Residential Customer Meter	\$10.00
Single-Phase Demand or Self-contained Three-phase Meter	\$20.00
All Other Three-phase Meters	\$30.00



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Section 4.05 ACCESS TO CUSTOMER PREMISES

Company representatives, when properly identified, shall have access to the Customer's premises at reasonable times for the purpose of reading Meters, making repairs, making inspections, removing the Company's property or for any other purpose incident to the service.

The Company shall have the right and be allowed access to remove its electric lines, related equipment, metering equipment, and other appliances and fixtures from the Customer's property as part of its normal course of business.

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Section 4.06 ESTABLISHING DEMANDS

Demands shall be established as provided in the applicable rate schedule. In the absence of a Demand Meter recording installed at the Customer's service location, the Demand may be periodically established by measurement with an appropriate device .

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SECTION 4.09 BILLING ADJUSTMENTS

General:

If a Meter or billing error results from 1) an incorrect reading of the Meter; 2) an incorrect application of a rate schedule; 3) an incorrect connection of the Meter; 4) an application of an incorrect multiplier or constant; or 5) other similar errors affecting billings as described in South Dakota Administrative Rules 20:10:17:09, the Company shall recalculate the Customer's bill consistent with the South Dakota Administrative Rules, these General Rules and Regulations, and the Company's applicable rate schedule(s).

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Underbilled:

If a Customer is under-billed, the Company may recalculate the bills for service during the period of the error, up to a maximum of one year from the date of discovery, unless the date the error occurred can be fixed with reasonable certainty, in which case the adjustment shall be computed from that date.

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Overbilled:

If a Customer is over-billed, the Company shall recalculate bills for service during the period of the error, up to a maximum of one year from the date of discovery, unless the date the error occurred can be fixed with reasonable certainty, in which case the adjustment shall be computed from that date.

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Billing Format:

The first bill rendered after a recalculation of charges is to be separated from the regular bill and the charges explained in detail.

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Section 4.10 PAYMENT POLICY

The payment period shall not be less than 20 days and a late payment charge will not be imposed if payment is made prior to the next regular scheduled billing date. The next billing date is typically not less than 25 days from the current billing date, with the exception of a prorated bill. The billing date is no more than three working days before the date of the Company's mailing of a bill.

A Customer with at least 12 on-time, consecutive payments of regular bills prior to a delinquency shall not be billed a late payment charge, and a notice of late payment charges shall not appear on the billing statements of such Customers.

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If the Customer has been delinquent more than once during the prior 12 consecutive months, a late payment charge will apply on any delinquent Account with an unpaid balance that is greater than \$5.00.

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The late payment charge per monthly Billing Period is 1.5% per month (18% per year), plus a \$2.00 collection charge. For a Customer who has been delinquent once or more during the prior 12 consecutive months, a notice of possible late payment charge will be stated on the Customer's next bill, and if payment is then delinquent, this late payment charge will be assessed during the Customer's next Billing Period and appear on the Customer's bill. All payments received shall be credited against the Customer's oldest outstanding Account balance before the application of any late payment charge.

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The delinquent amount for Accounts on the Even Monthly Payment (EMP) plans as described in Section 4.11 of these General Rules and Regulations, or payment schedules, will be the outstanding Account balance (less allowance for EMP credits) or the outstanding scheduled payments, whichever is greater.

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A \$15.00 charge will be assessed due to payments not honored by the Customer's financial institution.

A Customer payment that has been dishonored twice by the issuing financial institution will be considered nonpayment of the Customer's utility bill.



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Section 4.11 EVEN MONTHLY PAYMENT (EMP) PLAN

Customers, at their request, may be billed under the Company's Even Monthly Payment (EMP) plan. EMP provides for 11 equal monthly payments based on the Customer's previous use at the service location when available, or an estimate of use for that service location based on previous usage at the service location. Monthly billings will show the difference between the actual amount owed under normal billing and the amount that has been paid under Even Monthly Payment.

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Billing for the twelfth month of EMP program participation will reflect the actual billing for that month adjusted for the EMP credit or debit balance carried forward from the previous month. A debit balance for the settle-up month will roll into the new EMP amount and be collected over the next 12 months, unless the debit amount is \$10.00 or less, in which case the amount will be collected on the next billing statement. The Company shall pay interest monthly on any accrued EMP credit balance using a two-week average of the six-month Certificate of Deposit rate offered the second and third weeks of June (effective July 1) and December (effective January 1) by a large regional bank. The rate used to calculate monthly interest on any accrued EMP credit balance shall be the same rate for all Customers participating in the EMP plan.

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The Company will review the Account usage and EMP balances every four months during the year to ascertain the reasonableness of the budget amount under current rates or conditions of use of service, and the monthly payment will be adjusted accordingly.

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Customers may cancel participation in the EMP plan at any time by providing the Company with reasonable prior notice. If the Customer incurs late charges as permitted in Section 4.10 of these General Rules and Regulations, or if the Customer's Account is more than 60 days past due, the Company may remove the Customer's Account from the EMP plan and the full balance of the Account will become due.

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Section 4.12 SUMMARY BILLING SERVICES

Under the Company’s Summary Billing Services, the Customer’s multiple monthly bills will be consolidated into a single billing statement each month. Customers need to make only one payment covering the total amount due for all the Accounts included in a summary bill. Summary Billing Services is an optional service in which the Customer may choose to participate. Upon the Customer’s request, the Customer and the Company will enter into a contract for Summary Billing Services with a 45-day cancellation provision that applies to both parties.

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The Company will work with Customers in choosing a monthly master billing date for a summary bill, but reserves the final decision-making authority.

The Company may, at its sole discretion, limit the number of Accounts included in any one summary bill, and exclude Accounts based on the rate class or type, amount of bill, Account arrearages, billing cycle, or participation in other programs. Participation in other Company programs, such as Even Monthly Payment, Ready Check, and ePay, may restrict Accounts from inclusion in summary billing.

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Accounts may be combined from more than one bill date resulting in a delay of the bill statement mailing for all Accounts until the master billing date is reached. Individual Accounts will be read on their normal reading cycle and placed on hold until all Accounts are read. Once completed, the Customer will be billed based on the total accumulation of the sub Accounts, including all Customer Charges, Energy Charges, Demand Charges, Facilities Charges, Fixed Charges, Monthly Minimum Charges, and other monthly charges for the applicable rates.

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Payment policies remain in effect for each Customer participating in Summary Billing Services. Any determination of delinquencies will be based on the new master billing date. If a summary bill falls into arrears, the Company may, at its option, discontinue the Customer’s summary bill, reverting the individual Accounts to separate monthly billing.

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Section 4.13 ACCOUNT HISTORY CHARGE

The Company shall charge \$10.00 for each Account history report requested by the Customer and provided by the Company in excess of 10 Account history reports per request (whether associated with one or more Accounts), not to exceed \$100.00 per request set.

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Section 4.14 COMBINED METERING

Combined Metering is defined as the addition of multiple service or metering points so that the Energy and Demand is registered on one Meter. This results in coincident Demand for these loads, thus treating it as one larger load for billing one rate. To qualify for Combined Metering a Customer must be served at a service location consisting of contiguous property with the same occupant and each service entrance to be combined must have a minimum entrance rating of 750 kVa (750 kVa entrance at various voltages which is equivalent to: 900 amps @ 277/480; 1800 amps @ 120/240 delta; 2100 amps @ 120/208 wye). Combined Metering can be accomplished with hardware or software totalizers or by installing primary metering. The Company will, in its sole discretion, reasonably determine whether to use primary metering or totalizing for any particular Customer that qualifies for Combined Metering.

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