



Customer information

A reference booklet for you to keep

Customer information

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An overview of our services in one handy booklet.

Contact information



**For customer service and to report outages,
call 800-257-4044 or 218-739-8877.**

Payment Processing

PO Box 2002
Fergus Falls, MN 56538-2002

otpc.com

To learn more about rebates,
rates, or programs call our
Idea Center at 800-493-3299
or email **IdeaCenter@otpc.com**.

Customer Service Center mailing addresses



Bemidji

PO Box 70
Bemidji, MN 56619-0070

Crookston

PO Box 58
Crookston, MN 56716-0058

Devils Lake

PO Box 400
Devils Lake, ND 58301-0400

Fergus Falls

PO Box 747
Fergus Falls, MN 56538-0747

Garrison

PO Box 279
Garrison, ND 58540-0279

Jamestown

PO Box 2220
Jamestown, ND 58402-2220

Milbank

PO Box 392
Milbank, SD 57252-0392

Morris

PO Box 570
Morris, MN 56267-0570

Rugby

PO Box 289
Rugby, ND 58368-0289

Wahpeton

2111 15th St N
Wahpeton, ND 58075



Facebook.com/OtterTailPowerCo



YouTube.com/OtterTailPowerCo



Twitter.com/OtterTailPwrCo



LinkedIn.com/company/Otter-Tail-Power-Company

Customer Service Guarantee

We're serious about high service standards



You'll receive timely, courteous service.

If ever we're discourteous, or if your inquiry isn't handled in a timely manner, please let us know. Your comments will help us to serve you better.

Your service will be connected by the date we promise.

If we fail, we'll automatically credit \$50 to your account. This commitment does not apply during severe storm conditions or emergency events, if access to your premises is not available or is deemed unsafe, if contractors are the cause of the delay, or if other circumstances beyond our control prevent a timely connection.

You'll receive accurate bills.

If you receive an inaccurate bill, in addition to correcting it, we'll credit your account with up to \$25. This does not apply to estimated or prorated bills or self-read meters.

We'll respect your property.

Respecting the property of others is a fundamental courtesy. If our employees accidentally damage your property, we'll initiate a prompt, mutually agreeable resolution.

Thank you for being an Otter Tail Power Company customer!



This **customer information** booklet, combined with the resources at **otpco.com**, will help you learn more about our company and our services. It'll also show you some ways you can save energy and money.

We're here so you can focus on what matters most. As our customer, your electric service rates are among the lowest in the nation. We work to keep them that way as we create a stronger, smarter energy grid and cleaner energy future.

Thank you for the opportunity to share this information with you. I'm glad you're our customer.

A handwritten signature in black ink that reads "Tim Rogelstad".

Tim Rogelstad
President
Otter Tail Power Company



For more than a century our company and employees have partnered with the communities we serve to create meaningful impact. Learn more at **otpco.com/OtterImpact**.

Our vision, mission, and core values

Our vision



Growth and success—for our company and the rural communities we serve. We collaborate and prosper through responsible, resourceful action. We balance community, economic, and environmental commitments. Always.

Our mission



To produce and deliver electricity as reliably, economically, and environmentally responsibly as possible to the balanced benefit of customers, shareholders, and employees and to improve the quality of life in the areas in which we do business.

Our core values



Integrity

We conduct business responsibly and honestly.

Safety

We provide safe workplaces and require safe work practices.

Customer focus

We provide reliable electricity and timely, courteous customer service.

Resourcefulness

We draw on the ingenuity and expertise of various resources to create strategic, balanced, practical plans.

Community

We care about the people and places we serve and improve the quality of life in the areas in which we do business.

Your statement provides helpful information

01 0 0000 3 708 000001

21824281 6 000021000 19

OTTER TAIL POWER COMPANY
PO BOX 2002
FERGUS FALLS MN 56538-2002

Stock purch via Ready Check: \$30.00

Reach Out For Warmth Donation \$ _____

MARY CUSTOMER
1234 ELM ST E
ANYTOWN, MN 56537-0496

Due Date: **Sep 21, 2022**

Amount Due: **\$210.00**

OTTER TAIL
POWER COMPANY

01

This is a Ready Check account. The amount paid by your bank this month was \$240.00 including stock purchase.

Your payment is recorded upon receipt. Please allow sufficient mailing time. COPY-DO NOT PAY 21824281-6 \$210.00 EMP

Status of Your Account

Account Number: **21824281**

MARY CUSTOMER
1234 ELM ST E
ANYTOWN, MN 56537

Billing Date: **Aug 26, 2022**

If payment is not credited to your account by Sep 26, 2022, and your account balance is more than \$10.00, a late payment charge of 1.5% (18% per year) or a minimum of \$1.00 will be charged, whichever is greater.

Even Monthly Payment Status

Current EMP payment due: 210.00
Credit balance interest: .01 CR
Your month 7 EMP Balance after payment: 50.02 Credit

www.otpco.com

Account Detail

<p>01. Residential Servy Summer</p> <p>P 08/22/22 Reading 34071</p> <p>07/21/22 Reading 33204</p> <p>Kilowatt Hours Used 867</p> <p>Customer Charge (10.75 x 12/365) x 32 11.31</p> <p>867 kWh at .08194 71.04</p> <p>Energy Adjustment 867 kWh at .02190 18.99</p>	<p>02. Water Heating Cntrl Summer</p> <p>P 08/22/22 Reading 48171</p> <p>07/21/22 Reading 48016</p> <p>_____ watt Hours Used 155</p> <p>Customer Charge (5.75 x 12/365) x 32 6.05</p> <p>155 kWh at .03084 4.78</p> <p>Energy Adjustment 155 kWh at .01974 3.06</p>	<p>03. Other Charges/Credits</p> <p>Resource Adjustment 11.61</p> <p>Sales Tax 8.72</p>
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Total:(01) 101.34 Total:(02) 13.89 Total:(03) 20.33

Customer Charge and Fixed Facilities Charge are prorated based on Fixed Monthly Charge x 12/365 x days in billing period. For more information refer to www.otpco.com.

*P Indicates Prorated Billing

Current Billing: 135.56

This is a Minnesota sample statement. Your charges will vary. To view sample North Dakota and South Dakota electric service statements and associated information visit otpco.com.

Turn it over! Find more information about your energy use and available services on back.

- 1 Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
- 2 Optional donation to help provide energy assistance to those in need in Minnesota.
- 3 Customer's name and mailing address.
- 4 Due date of the billing.
- 5 The total amount due is printed on the part of the statement you return with your payment as well as on the portion you retain for your records.
- 6 This area will indicate whether your account is on our Ready Check program.
- 7 Your account number.
- 8 Address at which you receive service. It may differ from your mailing address.
- 9 Previous payment made.
- 10 Name, address, and phone number of the Otter Tail Power Company office serving your account.
- 11 Indicates type of service by meter. Rate schedules can be viewed on our website or obtained from Customer Service.
- 12 Service dates of this billing.
- 13 The difference between last month's reading (previous) and this month's reading (present) is the number of kilowatt-hours (kWh) used.
- 14 The energy adjustment includes the cost of fuel we use to generate electricity to serve our retail customers, transportation costs for that fuel, and costs we incur to buy energy to supplement our own power plants.
- 15 The Resource Adjustment reflects eight costs:
 1. **The Conservation Improvement Program (CIP) surcharge** represents our investment in energy-efficiency programs that help our customers save energy.
 2. **The Transmission Cost Recovery Rider** allows our company to recover costs associated with transmission additions designed to meet our customers' future energy needs, for the delivery of additional renewable energy, and enhance transmission system reliability.
 3. **The Environmental Cost Recovery Rider** allows our company to recover costs that we incur to meet new state or federal environmental quality requirements for our electric generating facilities.
 4. **The Renewable Resource Adjustment** allows our company to recover costs previously offset by production tax credits associated with our renewable energy facilities.
 5. **The Energy-Intensive, Trade-Exposed (EITE) Surcharge Rate** applies to customers who do not qualify for the EITE rate. Minnesota's energy policy supports lower electric rates for energy-intensive, trade-exposed customers.
 6. **The Revenue Decoupling Mechanism (RDM) Rider** supports customer adoption of Distributed Energy Resources and works in conjunction with CIP by neutralizing the impact of reduced sales due to the promotion of energy conservation efforts.
 7. **The Electric Utility Infrastructure Cost (EUIC) Recovery Rider** allows our company to recover costs incurred for advanced metering infrastructure and a new outage management system.
 8. **The Uplift Program Rider** allows our company to recover costs associated with a low-income affordability program for residential customers that qualify for the Low-Income Home Energy Assistance Program (LIHEAP).
- 16 State or local taxes.

Billing and payment options

ePay

Electronic payment

- FREE
- Available anywhere from any device
- Choose from several payment options—scheduled, automatic, or pay-by-text
- Pay from your bank account
- Receive alerts
- Enroll in electronic billing
- Use ePay with EMP
- Make payments by 5 p.m. on due date

EZ-PAY

Pay online or by phone

- NO ENROLLMENT
- Pay with Visa, MasterCard, or Discover credit or debit cards; or use your bank account
- Up to \$700 per transaction
- Make payments by 5 p.m. on due date

Ready Check

Automatic payment program

- FREE
- Set up automatic payments
- Pay by checking account
- Use Ready Check with EMP budget billing
- Provide your preferred dates for payments to process

Summary Billing

Combined billing for multiple accounts

- FREE
- Pay all of your accounts with one check
- Use Summary Billing with EMP budget billing
- May not be used with ePay

Pay-anyone options

Bill-pay through your bank or other services

- Offered by banks, retailers, web, or mobile sites
- Enter your 7- or 8-digit Otter Tail Power Company account number to ensure your payment processes correctly
- Processing time varies by service

Even Monthly Payment (EMP)

Budget billing plan

- Same bill amount each month
- Spread costs over 12 months
- Combine with other payment options

Mail

Traditional payments welcome

- Send a check or money order (never send cash)
- Include the stub from your bill for accurate processing
- Allow seven (7) days for mailing and processing
- Mail to:
Otter Tail Power Company
PO Box 2002
Fergus Falls, MN 56538-2002

Drop box locations

In some communities we provide a payment drop box location. Seal your check, money order, or cashier's check along with your bill stub to ensure your payment is properly applied.

For more information go to [otpc.com/PaymentOptions](https://www.otpc.com/PaymentOptions) or call 800-257-4044.

Your rates are among the lowest in the nation. That's not an accident. We make the right investments at the right times to keep your costs down.

Help may be available

Energy assistance

Government energy assistance often is available for qualified low-income customers. For more information, call your local social service or community action agency, or our Customer Service number.

Third-party notification

Third-party notification is designed to help elderly or disabled customers avoid the hardships resulting from nonpayment.

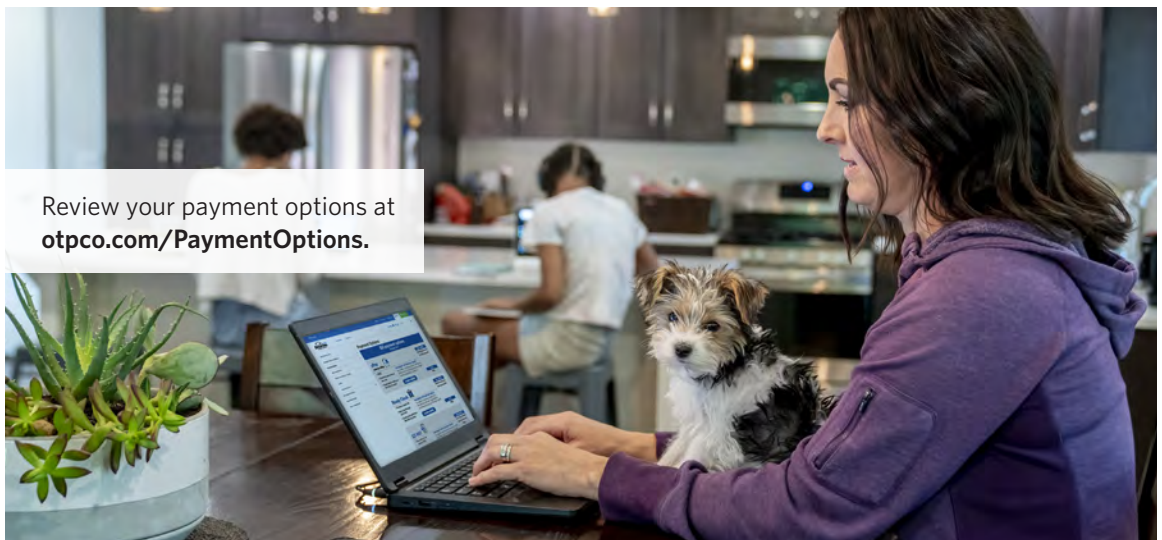
You choose a third party authorized to receive information about your electric account should a problem arise. This person can be anyone you select—a family member, friend, guardian, or social worker, for instance. While not responsible for paying your bill, the third party may help you resolve the problem.

To authorize a third party, contact us to obtain a third-party notice form.

Nonpayment policies

If you're unable to pay your electric bill, call us as soon as possible to discuss potential options.

At times, we must disconnect a customer's electric service because the bills aren't paid. Before we take action, we send a notice explaining why and when the electricity would be disconnected and how to avoid it.



Electric heating and cooling

Energy- and money-saving opportunities

Approximately 40,000, or about a third, of our customers participate in one of our off-peak programs. Energy-control programs save money and help us manage electrical loads on our system by reducing peak demand levels. That's beneficial both to you and us.

Air-source heat pumps

An air-source heat pump is a clean, safe, economical, and efficient way to heat and cool your home or business. When it comes to heating, you can reduce energy use by 30 percent or more by combining an air-source heat pump with supplemental electric heat. And an air-source heat pump works well as part of an all-electric or dual-fuel system.

Cold-climate heat pumps

Cold-climate heat pumps are next generation air-source heat pumps and can efficiently provide about 90 percent of the heat you'll need. A cold-climate heat pump has a higher (9 or above depending on configuration) Heating Seasonal Performance Factor. It operates with nearly 400 percent efficiency at 47°F or above. When the temperature drops to below zero, a cold-climate heat pump can sustain efficiencies of approximately 200 percent. That means it delivers two to four units of heating energy for every one unit of energy it consumes—shredding your heating and cooling costs!



Geothermal heat pumps

The most efficient heating and cooling system on today's market. A geothermal heat pump extracts heat from the earth to provide warmth during the winter and reverses the process to provide cool comfort during the summer. It returns about four units of heat energy for each unit of energy it uses to operate. And it'll save you 70 percent on your heating costs.

Electric water heating

When installed on one of our low off-peak rates, an efficient electric water heater can supply the typical family with plentiful hot water for about \$30 a month.

Heat storage

During low-demand hours, heat-storage technologies make and store heat until it's needed to warm your home. There are many technology options available, including cable, preformatted panels, electric hydronic systems, central furnaces, or room units. And heat storage qualifies your home for low off-peak rates.

Dual fuel

Install an electric system to heat during normal conditions. A fossil-fuel system provides heat during peak, energy-control, or emergency conditions. You'll save with one of our lowest off-peak rates.

CoolSavings air-conditioning control

Cycle your air conditioner during peak periods from June through September. You'll stay cool and receive a credit on your electric service statement during those months. Credit amount varies.



Rebates are available for many of these applications.

Visit otpc.com/WaysToSave to learn about our rebates and programs.

Save by using energy wisely

Electric water heating

- Repair leaky faucets promptly. A steady hot-water drip can waste hundreds of gallons of water each month, sending your money down the drain.
- Install low-flow showerheads and faucet aerators to reduce water use.
- Wrap your electric water heater with an insulation kit to reduce heat loss. This is not advised for superinsulated tanks or for gas or propane models.
- Turn down the thermostat setting to 120°F (medium setting).
- Encourage family members to take showers instead of baths. Showers use about half as much hot water as baths.

Lighting

- Use task lighting to target work and leisure activities and reduce overall room lighting levels.
- Use energy-efficient light-emitting diodes (LEDs), especially in fixtures that operate more than two hours each day. They cost more initially but use 75 percent less electricity and last about 20 times longer than incandescent bulbs.
- Select bulbs to gain the highest lumens at the lowest wattage. Lumens measure brightness. Wattage is the power needed to make a bulb work.
- Open shades and blinds to take advantage of natural light.
- Keep light fixtures clean for optimal illumination.

Replace the ten most frequently used lights in your home with ENERGY STAR® LEDs to save about \$55 a year.



Heating and cooling

- Set thermostats as low as comfort permits for heating. Each degree above 68°F adds 3 percent to heating costs.
- Set thermostats as high as comfort permits for cooling. Each degree above 72°F lowers cooling costs by 3 percent.
- Install programmable thermostats to make managing your home temperature settings easy.
- Plant trees to increase the comfort in your home and reduce the amount of electricity you use. Strategically placed shade trees can reduce air-conditioning bills by up to 25 percent, and windbreaks can reduce heating costs by 10 percent to 20 percent.
- Make sure drapes and furniture don't block registers and cold-air returns.
- Draw blinds or drapes or install awnings to block sunlight during the hottest part of the day during the summer.
- Install individual room controls (or zone control) to heat and cool rooms only when you use them.
- Have your heating and cooling system maintained once a year to ensure peak efficiency.

Laundry

- Wash with cold water whenever possible.
- Wash and dry full loads to maximize efficiency but don't overload. Overloaded washers don't clean clothes effectively so they may need to be rewashed. Overloaded dryers cause clothes to wrinkle so they may need to be ironed.
- Use front-loading washers to enhance efficiency.
- Always adjust the water level to fit load size.
- Avoid over-drying. It uses more energy and wears out clothes more quickly.
- Clean the lint filter after each drying cycle and clean the dryer vents each year to maintain dryer efficiency.



Find even more tips at [otpc.com/Tips](https://www.otpc.com/Tips).

Refrigeration

- Test the tightness of door seals on refrigerators and freezers. If the seal doesn't tightly hold a dollar bill when the door is closed, it's probably time to adjust or replace the gasket.
- Replace old refrigerators. New models offer improved insulation, newer refrigerants, and high-efficiency compressors and are at least 30 percent more efficient than models manufactured before July 2001.
- Use a second refrigerator only in insulated surroundings to maintain efficient operation.
- Set refrigerators at 40°F and freezers at 0°F for greatest efficiency.

Cooking

- Use small appliances for small jobs. Slow cookers, electric frying pans, and toaster ovens are more efficient than larger appliances. Microwave ovens use 90 percent less electricity than conventional ovens.
- Use your oven instead of your cooktop to cut cooking costs. Some surface units heat continuously, but an insulated oven typically heats one-third of the time it's in use.
- Don't peek! Cooking temperature drops as much as 25 degrees every time you open the oven door, causing the oven to reheat.
- Use an oven's self-cleaning cycle only for big cleaning jobs. Start the cycle while the oven is still hot from baking.



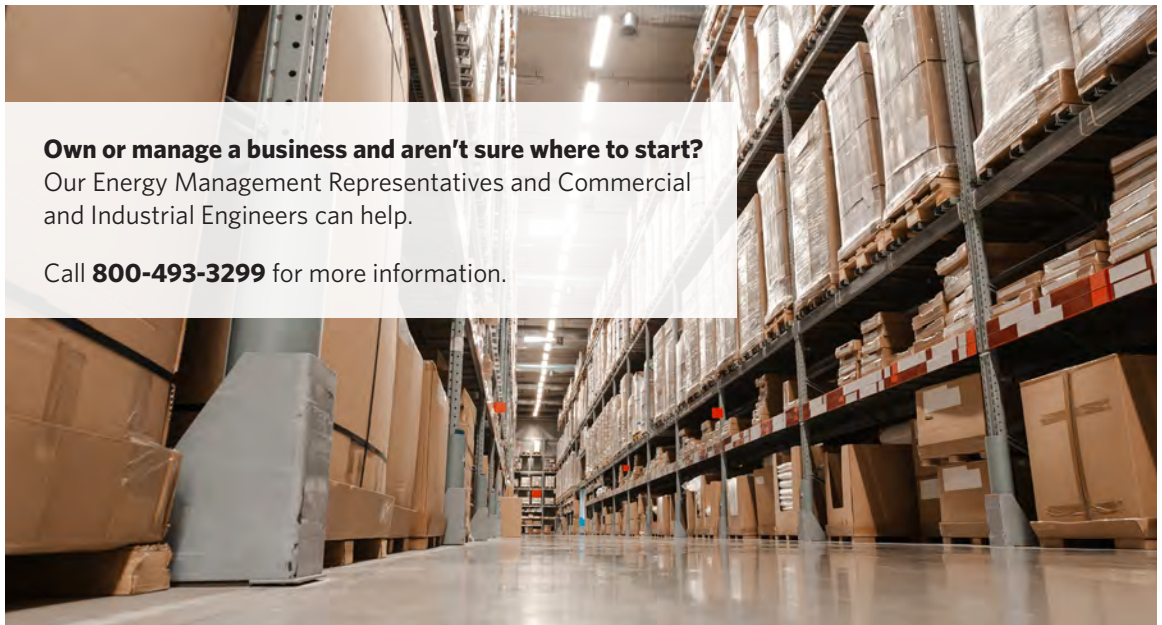
For personalized energy-saving ideas visit [otpc.com/HomeEnergyAnalyzer](https://www.otpc.com/HomeEnergyAnalyzer).

Business-related services

We offer programs that help business owners take energy-related actions to positively affect the profitability of their operations.

With a variety of rate options, rebates, and demand-response and conservation programs, we can help you discover the benefits of managing electricity use. Learn the specifics related to:

- Rebates
- Controlled-service rates
- Heating and cooling
- Heat pumps
- New construction plans
- Motor and drive systems
- High-efficiency lighting
- Energy-efficient motors
- Compressed-air audits
- Electric commercial cooking or refrigeration
- Grants for custom improvements



Own or manage a business and aren't sure where to start?

Our Energy Management Representatives and Commercial and Industrial Engineers can help.

Call **800-493-3299** for more information.



Program availability varies by state. Visit us online at **otpco.com**.

Customer services

Bringing you more than electricity

Idea Center

How can you make your home more comfortable and energy efficient? Ask us. A call or email to our Idea Center can help you generate doable, affordable electric options to achieve your goals.

Call **800-493-3299** or email **ideacenter@otpco.com**.

Home Energy Analyzer

Home Energy Analyzer lets you investigate all aspects of electricity use in your home to find ways to save. Create a personal home profile and develop your own plan for energy savings.

TailWinds

To support renewable energy technology, purchase wind-generated electricity in 100-kilowatt-hour blocks through our TailWinds program.

Electric vehicle charging

Charge your electric vehicle for less! Install a Level 2 charging station on an off-peak rate and you may qualify for a rebate.



Learn about these and other services at **otpco.com**.

If the power goes out It doesn't happen often, but if it does:

Check your service panel

Know where your circuit breaker or fuse box is and how it works. Make sure you haven't blown a fuse or tripped a circuit breaker.

Call us

To report a power outage, call us **24/7** at **800-257-4044** or **218-739-8877**.

Turn off appliances

To avoid tripping a circuit breaker, blowing a fuse, or damaging electronic equipment when power is restored, turn off your major appliances during an outage. When possible, unplug them before severe electrical storms are underway.

If you're experiencing an emergency, call 911.

Power you can count on.

We own more than 11,000 miles of power line. That's enough to reach from the East coast to the West coast and back, twice. With strong system planning and dedicated field crews, our customers have power more than **99.98%** of the time!

Outage map 800-257-4044

Report an outage
Call 800-257-4044 or 218-739-8877 to report an electrical outage.

Outages overview
We're currently experiencing 0 electrical outage(s) potentially affecting 0 customers.
For the latest outage updates, please visit otpc.com/outages.

Change basemap
Streets Imagery with Labels
National Geographic Topographic
 Weather Radar

Map legend
Current Outages
Number of Customers
● 1000+
● 250 - 1000
● 50 - 250
● < 50

Check out our website to stay up-to-date on outages: otpc.com/Outages.
Sign up for outage alerts for your account at otpc.com/MyAccount.

Stay safe

Use caution and common sense

Indoors

- Install ground fault circuit interrupters (GFCIs) in kitchen, bath, garage, and outdoor outlets. GFCIs monitor current flow and, if a short is detected, will cut off the power to avoid serious injury.
- Don't overload electric circuits with too many cords.
- Keep cords, outlets, and tools dry. Don't stand in water or on damp grass when using electrical equipment.
- Keep electrical devices, such as hair dryers, radios, and heaters, away from bathtubs and sinks.

Outdoors

- Look up for power lines. Always keep yourself, your ladder, and the tools you're using at least ten feet away from power lines.
- Make sure power tools are in good repair before use. Check for frayed cords.
- While washing windows and cars, take care to keep the spray away from power lines. A stream of water is an electrical conductor and can carry electric current through you to the ground.

Check for buried power lines before digging

If you plan to do any planting or excavating on your property be sure to have an expert locate the underground utilities. By calling 811 or your state's One Call service you won't risk serious injury or a costly service interruption. It's also the law.

- **Minnesota:** 800-252-1166
- **South Dakota:** 800-781-7474
- **North Dakota:** 800-795-0555
- **www.call811.com**

Utilities will mark the path of their underground lines or equipment near your planned work site so you can dig safely. This service is without charge.

Call **811** before you dig—it's the law!



Tree trimming

Understanding vegetation management

Tree limbs bumping against or breaking power lines frequently cause outages, as do uprooted trees. To avoid these outages and maintain reliable service, we conduct a tree-trimming program.

At times, customers spot and report problem trees that require trimming. These reports are important to our efforts and are added to our tree-trimming work schedule but may not be handled for several months. During this period we appreciate your patience. All work is prioritized depending on:

- Severity of the problem.
- Time of year.
- Other work scheduled in the area.

Of course, we'll remove tree limbs that are lying directly on power lines immediately. And we don't charge customers for tree-trimming services when a power-line hazard exists.

Whether these services are performed by employees or a contractor we hire, you'll receive high-quality customer service. Anything less and we'd like to hear from you!



To report problem trees that may need trimming, notify us online at [otpco.com](https://www.otpco.com) or call Customer Service at 800-257-4044 or 218-739-8877.

How much does it cost to run home appliances?

Cost calculations are intended to be examples only and are based on a per-kilowatt-hour rate of 10.84¢ for firm service, off-peak water-heating rate of 8¢ a kilowatt-hour, and off-peak heating rate of 4.76¢ a kilowatt-hour. Your actual price may vary by your state, season, and rate. All cost calculations are rounded to the nearest kilowatt-hour and penny.

Seasonal use

HEATING AND COOLING						
Detail		Approx. wattage	Summer season cooling kWh	Winter season heating kWh	Cooling cost	Heating cost
Cold-climate heat pump 3 ton operating to 0°F, 10 HSPF		3700	1473	6685	\$159.67	\$724.65
Cold-climate heat pump 3 ton operating to 0°F, 10 HSPF	off-peak rate	3700	1473	6685	\$70.11	\$318.21

Cold-climate heat pump provides 100% of cooling and 82% of heating requirements with energy efficiency of 170% or higher!

COOLING ONLY								
Detail		Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
A/C room — 9,000 Btu		1050	120	720	126	756	\$13.66	\$81.95
A/C central — 15 SEER 2.5 ton		2000	240	860	480	1720	\$52.03	\$186.45
ASHP — 15 SEER 2.5 ton	off-peak rate	2000	240	860	480	1720	\$22.85	\$81.87

Monthly usage calculations

MONTHLY — HEATING AND COOLING								
Detail		Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Baseboard heater (4 ft., 250 watts/ft.)		1000	100	200	100	200	\$10.84	\$21.68
Fan — ceiling		60	15	330	1	20	\$0.11	\$2.15
Fan — portable		115	18	52	2	6	\$0.22	\$0.65
Furnace fan motor - intermittent		350	160	415	56	145	\$6.07	\$15.75
Furnace fan motor - continuous		350	720	720	252	252	\$27.32	\$27.32
Heat recovery air exchanger		125	300	720	38	90	\$4.07	\$9.76
Portable heater		1500	30	300	45	450	\$4.88	\$48.78

WATER HEATING						
Detail		Approx. wattage	Low kWh	High kWh	Low cost	High cost
Water heater on the off-peak water-heating rate: \$0.08						
family of 6	off-peak rate	4500	540	725	\$43.20	\$58.00
family of 4	off-peak rate	4500	360	485	\$28.80	\$38.80
family of 2	off-peak rate	4500	180	245	\$14.40	\$19.60
Water heater on the off-peak heating rate: \$0.0476						
family of 6	off-peak rate	4500	540	725	\$25.70	\$34.51
family of 4	off-peak rate	4500	360	485	\$17.14	\$23.09
family of 2	off-peak rate	4500	180	245	\$8.57	\$11.66

WATER HEATING CONTINUED

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Heat pump water heater 3.24 EF; heat pump mode	500	—	—	77	112	\$8.35	\$12.14
Hot tub 4-person, circulating pump	1500	30	45	45	68	\$4.88	\$7.32
Hot tub 4-person inside, 120 volt heater	1500	120	180	180	270	\$19.51	\$29.27
Hot tub 4-person outside, 120 volt heater	1500	90	540	135	810	\$14.63	\$87.80
Hot tub 4-person inside, 240 volt heater	6000	30	45	180	270	\$19.51	\$29.27
Hot tub 4-person outside, 240 volt heater	6000	90	135	540	810	\$58.54	\$87.80

KITCHEN APPLIANCES

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Dishwasher	1300	8	40	10	52	\$1.13	\$5.64
Coffeemaker	1000	4	30	4	30	\$0.43	\$3.25
Frying pan	1150	5	15	6	17	\$0.62	\$1.87
Microwave	1100	5	15	6	17	\$0.60	\$1.79
Toaster oven	1500	2	15	1	23	\$0.11	\$1.63

Range

broiler	3000	1	10	3	30	\$0.33	\$3.25
oven	3500	10	50	35	175	\$3.79	\$18.97
small element	1200	10	25	12	30	\$1.30	\$3.25
large element	2300	10	25	23	58	\$2.49	\$6.23
self-cleaning cycle only	3200	3	6	10	19	\$1.04	\$2.08

Refrigerator-freezer

Non frost-free 17 cu. ft.	500	150	300	75	150	\$8.13	\$16.26
ENERGY STAR® frost-free 19 cubic feet	400	150	300	60	120	\$6.50	\$13.01
Freezer ENERGY STAR® 19-22 cubic feet - chest	350	180	420	63	147	\$6.83	\$15.93

HOUSEHOLD APPLIANCES

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Clothes dryer	5000	6	28	30	140	\$3.25	\$15.18
Clothes washer	500	7	40	4	20	\$0.38	\$2.17
Dehumidifier	350	120	720	42	252	\$4.55	\$27.32
Humidifier — portable	100	90	300	9	30	\$0.98	\$3.25

TELEVISION

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
LED 30"	50	60	440	3	22	\$0.33	\$2.38
LED 42"	80	60	440	5	35	\$0.52	\$3.82
LED 50"	100	60	440	6	44	\$0.65	\$4.77
LCD 50"	150	60	440	9	66	\$0.98	\$7.15
Plasma 50"	300	60	440	18	132	\$1.95	\$14.31

LIGHTING

Detail	Approx. wattage	Low hrs. of use	High hrs. of use	Low kWh	High kWh	Low cost	High cost
Incandescent bulb (60w)	60	17	200	1	12	\$0.11	\$1.30
Compact fluorescent (60w equivalent)	13	17	200	0.2	3	\$0.02	\$0.28
LED (60w equivalent)	9.5	17	200	0.2	2	\$0.02	\$0.21
Chandelier (5 lamps, 40w each)	200	8	100	2	20	\$0.17	\$2.17
Fluorescent tube (2 tube, 4 ft.)	96	17	320	2	31	\$0.18	\$3.33
Christmas lights — 1000 mini incandescent	408	60	240	24	98	\$2.65	\$10.61
Christmas lights — 1000 mini LED	69	60	240	4	17	\$0.45	\$1.80
Christmas lights — 300 C9 incandescent	2100	60	240	126	504	\$13.66	\$54.63
Christmas lights — 300 C9 LED	29	60	240	2	7	\$0.19	\$0.75

Hourly usage calculations

MEDICAL EQUIPMENT

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Oxygen concentrator	600	0.6	\$0.07
Sleep apnea machine (CPAP)	60	0.06	\$0.01

COMPUTERS

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Desktop computer	100	0.10	\$0.011
Laptop	50	0.05	\$0.005
Monitor — 17" CRT	100	0.10	\$0.011
Monitor — 17" LCD	35	0.04	\$0.004

RECORDING AND GAMING DEVICES

Detail	Approx. wattage	Kilowatt-hours/hour of use	Cost/hour of use
Xbox One	180	0.18	\$0.02
DVD player	40	0.04	\$0.004
DVR	150	0.15	\$0.016

Formula to find the cost to operate any appliance

Operating cost = wattage/1,000 x hours used x cost per kilowatt-hour

Appliance wattage is on the label at the back or bottom of most small appliances. Customers should check their electric service statements for the price per-kilowatt-hour that they're paying.

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