

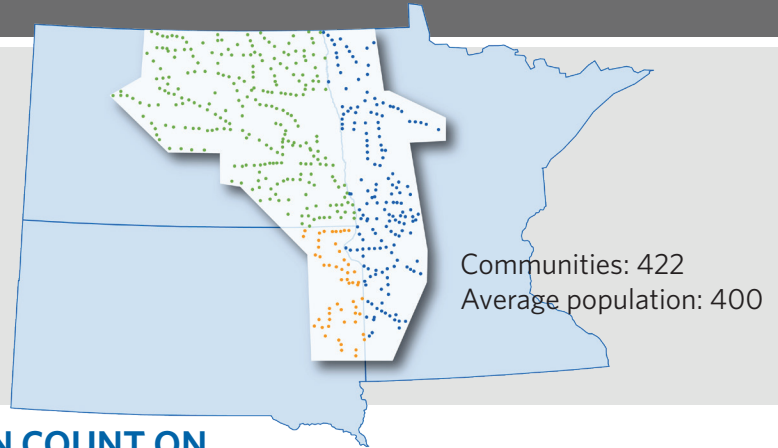
2021 MINNESOTA SAFETY, RELIABILITY, AND SERVICE QUALITY



Our focus on reliable electricity and timely, courteous customer service

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.



RELIABLE ELECTRICITY CUSTOMERS CAN COUNT ON

We strive to minimize the frequency and duration of service interruptions. And we deploy field personnel as safely and quickly as possible to restore power to customers when interruptions occur.

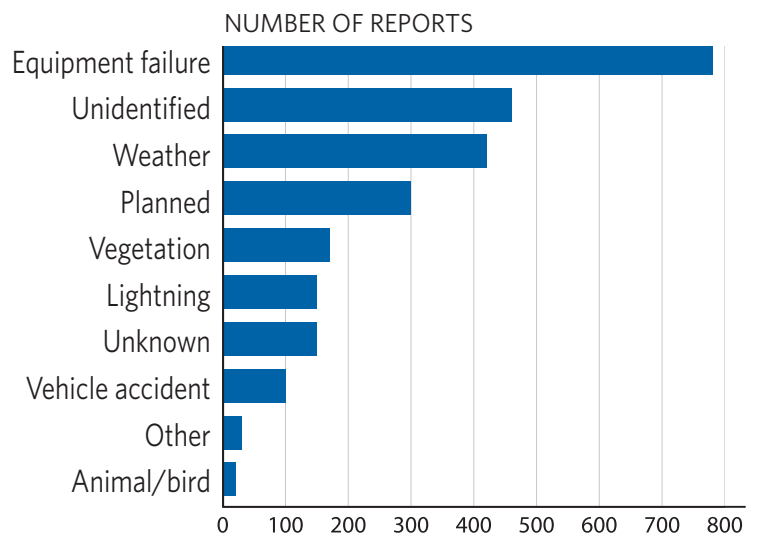
Two of the ways we measure our reliability include the average number of interruptions and average length of time our customers are without power.



SAFETY

In 2021 no injury-related incidents were reported that required medical attention as a result of downed wires or other electrical system failures.

WHAT CAUSES INTERRUPTIONS?



1.07% of our customers experienced an interruption greater than **six hours**.



3.48% of our customers experienced four or more interruptions lasting greater than **five minutes**.

Keeping our lines clear of trees and other vegetation helps ensure safe and reliable service. We trimmed **900 miles** of transmission line in 2021.



OUTAGE PREVENTION

As part of our long-term reliability strategy, we regularly perform critical analyses of our transmission and distribution systems.

We'll continue investing in innovative, resourceful ways to create a more resilient regional transmission grid, including:

- Identifying areas requiring proactive maintenance.
- Integrating geographic information system data.
- Expanding continuous improvement workshops to improve efficiencies and processes.



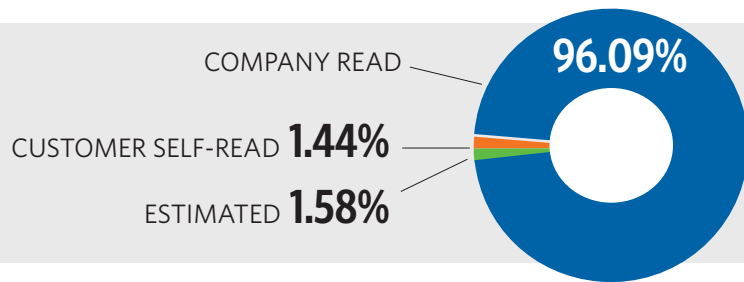
CUSTOMER SERVICE TEAM

We're here so our customers can focus on what matters most.

If there's a power outage, our customer service team is ready to help. In 2021, **168 linemen and service representatives** were available to safely and quickly restore power to our customers.

Company-read meters

Our service representatives and contracted meter readers read almost all of our residential meters to ensure accuracy in billing.



HIGH SERVICE STANDARDS

Our **28 customer service representatives** and lead customer service representatives are ready to assist our customers.

In 2021 our team received over **53,000 customer calls** during business hours. Of those, we answered **93%** within **20 seconds**.

We promoted several resources during more than **26,000 outbound calls** throughout our service area to customers in need, offering:

- Payment plans.
- Protection under the Minnesota Cold Weather Rule.
- Energy assistance options.



**MOVING?
WE TURN ON ELECTRICITY QUICKLY!**

94%

of locations we've
previously served
receive electricity
within **24 hours**.



800-257-4044 or 218-739-8877
or visit otpc.com



Facebook.com/OtterTailPowerCo



Twitter.com/OtterTailPwrCo



YouTube.com/OtterTailPowerCo



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