

Customer Connection



Energy news for our customers

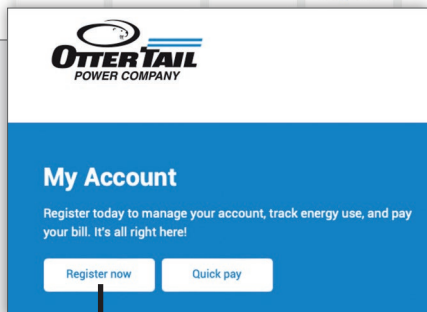
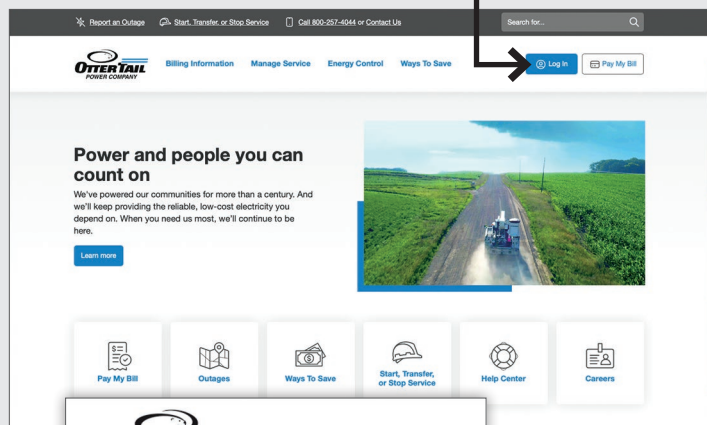
Vol. 32 No. 61 | February 2024

A closer look at My Account

Use our My Account portal to manage your electric service account online or from your smartphone. My Account offers a customizable view, interactive usage information, alerts, service request options, a robust bill payment service, and more! And registering is easy—all you need is your account number and service location zip code.

Start with a click!

From otpc.com click **Log In**.



Then **Register now**. Use your valid email address to finish!

My Account features



Track energy use

View up to 25 months of energy use. Choose informative weather and billing overlays, or download the data you need.



View/pay your bill

We offer free payment options including bank account, debit card, credit card, PayPal, or Amazon Pay. Plus, payments made today are credited immediately to your account.



Manage autopay

Setting up autopay is quick, plus you can choose from a range of dates and payment options.



Enroll in paperless billing

Keep costs down and save resources by enrolling in paperless billing! You'll receive an email or text message each time you receive a new bill.



Manage alerts

Add email or text alert preferences. Subscribe family members or others for your chosen alerts.



Update your profile

Update your password, add additional Otter Tail Power accounts, or give another person access to view your account.



Start, stop, or transfer service

Establish new electric service, turn off an existing service, or move your service to a new location.



Submit service request

Update your mailing address, phone number, or submit a meter reading.



Download the app

Manage your account from anywhere with the free MyMeter app available in your Apple or Android store.

Energy myths debunked!

Myth: Closing vents in unused rooms saves energy.

It's a common myth that closing off unused rooms in your home can save heat or lower your energy bills. Closing vents can waste more energy than operating your system normally. When you close vents in unused rooms, your heating system will push excess air to other places in your home. This decreases efficiency and builds pressure within your ducts, which could cause problems in your ductwork.



Higher-than-usual electric bill?

It seems like higher energy bills can come out of nowhere. But there's often a good explanation. Keep these common causes in mind:

- The biggest factor in your energy bill is your heating or cooling use. Unusually high or low temperatures may substantially increase energy use.
- The number of days in a month varies and impacts the number of days included in your electric bill. This can affect your total bill amount.
- If you're entertaining weekend guests, you've welcomed a new family member into your home, or you're housing a new tenant, you're likely using more energy.
- We own facilities that generate low-cost energy. Occasionally we may need to purchase energy from outside sources. Our goal is to keep fuel costs as low as possible. We pass fuel costs to our customers without mark up. So, you pay what we pay.



Learn more about forces that can impact your electric bills—and ways to keep your bills down—by visiting otpc.com/EnergyBill.

Supporting EV adoption in the Midwest

Before you hit the road, you might think about where you'll stop to eat, sleep, or fill up with gas. For electric vehicle (EV) owners, travel is often planned around charging locations. In partnership with communities and local businesses, we recently completed installation of fast-charging stations in Dawson, Fergus Falls, Hallock, Mahnomon, Morris, and Perham, Minnesota. Plug into one of these stations for a fast charge on your next trip!



Increasing awareness and access

Range anxiety can be a common barrier to purchasing an EV. We're working to lessen this anxiety and remove obstacles to EV adoption by making charging more accessible throughout our service area. Following approval from the Minnesota Public Utilities Commission, in 2022 we began work to construct 11 direct-current fast chargers throughout Minnesota. In addition to the six recently completed sites, we'll complete five fast-charging stations in Battle Lake, Bemidji, Crookston, Erskine, and Lake Benton, Minnesota, by the end of 2024.

We plan to explore similar opportunities with the North Dakota Public Service Commission and the South Dakota Public Utilities Commission to expand charging options for customers in those states as well.

Offering EV savings

We offer rebates to customers who install Level 2 charging stations on qualified off-peak rates. And our Drive On Electric Vehicle Rate lets customers charge their cars for less than half the standard rate. Learn more about our EV charging options, rates, and rebates at otpc.com/DriveOn.

Stay alert to scams



PAY NOW

Scammers are persistent, but you can help protect yourself and others by being aware. If you receive suspicious contact—especially requiring urgent payment or encouraging payment in a way that's not typical—ignore it and call us directly at 800-257-4044.

Stay alert and learn more at otpc.com/StopScams.

Customers' cookery



Mini apple fritters

Ingredients:

- | | |
|----------------|----------------------------|
| 2 eggs | 1 tsp. baking powder |
| ¾ cup yogurt | Pinch of salt |
| 1 tsp. vanilla | 1 apple, peeled and grated |
| 2 cups flour | Oil and powdered sugar |



Directions:

In a large bowl, combine eggs, yogurt, and vanilla. In a separate bowl, combine flour, baking powder, and salt. Add dry ingredients to wet ingredients; stir. Let stand five minutes; stir in apple. In a skillet, heat oil over medium heat. Spoon dough into small round shapes; add to skillet and fry, turning until golden. Transfer to paper towels. Dust with sugar.

Submitted by Donna Kusnierek, Ivanhoe, MN

Customer Connection
Otter Tail Power Company
P.O. Box 496
Fergus Falls, MN 56538-0496
otpc.com
800-257-4044 or 218-739-8877

Send your favorite recipe to communications@otpc.com or to the above address.

If we use your recipe, we'll send you a gift of thanks.

Please recycle