

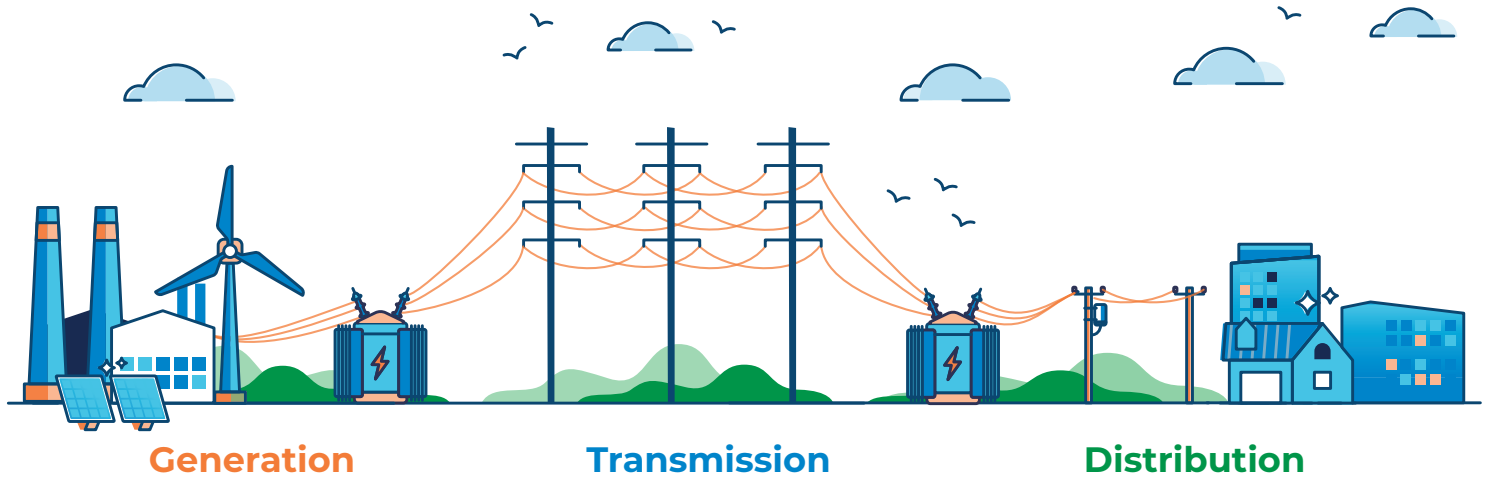
Customer Connection



Energy news for our customers

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Keeping our communities connected



Generating energy is the first step in providing electricity to you—our customers. The second step is to safely, efficiently, and reliably deliver that electricity via our wholly or jointly owned 6,352 miles of transmission lines and 7,877 miles of distribution lines.

Transmission lines transport high-voltage electricity long distances from where it's generated to where it'll be used. They often run parallel to major highways and interstates.

Distribution lines carry low-voltage electricity from transformers to our customers. You'll find distribution lines in neighborhoods and communities.

We're continuously working to update our existing transmission and distribution infrastructure to better serve you.

New transmission lines are on the horizon throughout our service area as we continue our investments in the energy grid to ensure electric reliability, increase resilience to extreme weather events, and get generated electricity where it needs to go.

Learn more at otpc.com/transmission.

Improving indoor air quality



Fresh air is essential for our health, comfort, and overall well-being. But during winter, that fresh air can be incredibly cold. Heat-recovery air exchangers offer a solution that keeps your air fresh year-round while conserving energy.

Heat-recovery air exchangers use the heat from existing indoor air to heat incoming outdoor air, leading to a transfer of air that retains up to 85 percent of the heat while removing nearly all stale air. They also reduce excess moisture, air pollutants, and the concentration of allergens, helping you breathe easier and enjoy a healthier living environment all year round.



Learn more about improving your indoor air quality at otpc.com/WaysToSave.

Focusing on our communities

Our employees actively engage in our communities by sharing their time, offering their talents, and providing financial support. When they donate monetarily or volunteer their time to a qualifying nonprofit, they're eligible for a yearly donation to that organization from our Otter Tail Power Company Foundation. Our Power of Two program helps amplify the impact our teams and communities are already making while supporting the causes that are close to employees' hearts.

Amplifying impact

In 2024 our employees donated over \$7,000 and volunteered more than 4,387 hours. Our Foundation matched their generosity with \$21,554 to the organizations they supported.

“What I enjoy most about volunteering is the connections. Battle Lake Youth Sports Association allows me to be involved in my community alongside other volunteers who are passionate about making a positive impact through youth sport opportunities.

- • • **Alayna Boyum**, Advanced Concepts Project Manager and Battle Lake Youth Sports Association volunteer



“I get as much out of this as the Veterans that I help. It's a great chance to spend time with other people who have similar experiences and that makes it easier for many to be comfortable talking through issues like PTSD.

- • • **Garth Haukos**, Power Plant Technician and Band of Brothers Outdoors volunteer



Thanks to our employees' generosity and the incredible organizations, initiatives, and programming throughout our service area, we amplify our impact, together. Visit otpc.com/foundation for more about how we connect with the communities we serve.

Avoid scams

Scams are a growing concern as scammers are becoming more realistic and persistent. They may threaten to disconnect your service if you don't pay immediately, send fake bills, or offer quick power restoration for a fee.

Use these tips to help protect yourself and others:

- Don't call back the number the scammer provided. Instead, contact us directly at **800-257-4044**.
- Never click on any links or reply to a suspicious email.
- Never share Social Security Numbers or banking information by email.
- Never share personal information by phone if you didn't initiate the call.
- Our representatives carry proper identification. Ask for it if you doubt whether someone who comes to your door is legitimate.
- Report illegal activity to your local law enforcement agency and to the Federal Trade Commission at **877-FTC-HELP**.

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



Customers' cookery



Kathy's Chicken, Potato, and Green Bean Bake

Ingredients:

- 4 chicken breasts
- 1.5 pounds cubed red potatoes
- 14 ounces fresh or frozen green beans
- 1 packet Italian dressing seasoning
- 1 stick butter, cubed



Directions:

Lay chicken down the middle of a 9x13-inch baking dish. Place potatoes and green beans along the sides of the chicken. Season with salt, pepper, and Italian dressing seasoning and top with cubed butter. Cover with foil and bake at 350 degrees for one to two hours or until chicken is cooked through.

Submitted by Kathy Cole, Frazee, MN.

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

If we use your recipe, we'll send you a gift to thank you.

Please recycle

