

## Disconnection

While we make every effort to contact customers and work with them to avoid disconnecting power, disconnections may be necessary in certain situations such as when electric bills aren't paid.

Before disconnection, we'll send a notice by first-class mail to the account mailing address. The notice explains the reason for disconnection, gives the date that disconnection will take place, and outlines how to avoid the disconnection. A reconnection fee and deposit may apply should we need to disconnect the customer's service.

We may disconnect services for reasons other than nonpayment of electric service.

Some examples of disconnections with notice include:

- Failure to meet our deposit and credit requirements.
- Failure to make proper application for service.
- Violation of our company's regulations, which are on file with the MPUC.
- Failure to provide us with reasonable access to our company's equipment and property.

- Breach of contract for service between our company and the customer.

Some examples of disconnection without notice include:

- Unauthorized use of or tampering with our company's equipment.
- Conditions determined to be hazardous to the customer, other customers, our equipment, or the public.

## Connection and reconnection policy

Charges apply to new accounts and reconnections following nonpayment or a disconnection at the customer's request.

When service is disconnected for nonpayment, the following reconnection conditions apply:

- The customer must make a payment toward the electric service bill, including late-payment charges.
- The customer must pay a reconnection charge of \$15 plus applicable tax, plus additional direct labor charges for overtime if we made the reconnection outside of regular working hours.
- The customer may need to pay a deposit or an increase to an existing deposit.

When we disconnect service because of a hazardous condition, we do not charge for reconnection.

## Scam awareness

Scammers have targeted both our residential and business customers by posing as company employees—either

in person, over the phone, or online—and demanding immediate payment while falsely threatening to disconnect your electric service. If you receive suspicious contact, ignore it and call us directly at 800-257-4044. Stay alert and learn more at [otpc.com/AvoidScams](https://www.otpc.com/AvoidScams).

## Energy use

### Your electric meter

We use electric meters to measure the electricity consumption delivered to a home or building. Our meter-testing program exceeds governmental standards to help ensure continuous accurate measurement of electrical use.

## Meter reading and estimates

We read meters every month unless the MPUC approves another meter-reading schedule. If your meter can't be read, we automatically review your consumption history and estimate your meter reading. Estimated readings are shown on your statement. Customers in remote locations who read their own meters may submit meter reading forms at [otpc.com](https://www.otpc.com) or by mailing us a completed meter reading card, which are provided to all self-read customers on a yearly basis. Learn more at [otpc.com/MyMeter](https://www.otpc.com/MyMeter).

## Additional information

The information below includes company policies based on rules and regulations from the Minnesota Public Utilities Commission.

## Deposits

When a deposit is required the amount can't exceed an estimated two months' total bill. We pay annual interest on all deposits at a rate equal to the weekly average yield of one-year United States Treasury securities adjusted for constant maturity for the last full week in November. Interest begins accruing the day we receive the deposit and ends either the day of disconnection or when we refund the deposit. Interest earned is applied as a credit on a customer's December bill. After 12 months of prompt payments, we'll refund the deposit plus any accrued interest.

Rather than a cash deposit, we may accept a contract signed by a guarantor to guarantee payment of an electric service bill. The guarantor can be a friend, relative, business associate, or other person who is creditworthy. The guarantor is responsible for the electric service bill—up to a sum that doesn't exceed any deposit requirements and specified in the contract—if the customer fails to pay a bill when due.

## Service relock charge

We charge a fee of \$100 for reconnecting service we've disconnected and subsequently returned to relock after service was reconnected without company authorization. This charge is in addition to any charges that may be due because of the unauthorized reconnection (Section 3.02 of our General Rules and Regulations).

## Disputes and escrow payments

When a customer, whose service is about to be disconnected, tells us that any part of the billing or service is in dispute, we'll investigate promptly. We'll advise the customer about our investigation and its result and try to resolve the dispute. We'll also delay disconnection until the investigation is complete and we've informed the customer in writing about the findings.

After our investigation is complete, the customer must pay in full any bill that's due. If the dispute isn't resolved to the customer's satisfaction, the customer may place the disputed portion in escrow to our company (MPUC Rule 7820.2700 Disputes).

By submitting the escrow payment form to the MPUC, the customer has, in effect, filed an informal complaint against our company (MPUC's Rules of Practice, parts 7829.0100 to 7829.3200). Upon settlement of the dispute, any amount that's refunded to the customer will include eight percent per year interest from the date of payments to the date our company returns it (MPUC Rule 7820.2800 Escrow Payment for Disputes).

Our company may apply any escrow payment it receives as it would normal payment. After escrow payment is made, the customer and our company may still resolve the dispute to mutual satisfaction.

## Third party notice

We offer all customers the opportunity to have a third party notified if their electric service is about to be disconnected. This can be especially helpful for the ill, senior citizens, those who live alone, and customers who do not read English. The purpose of this program is to notify a third party, as well as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church, or community agency. The third party receives copies of all disconnection notices we mail to the customer but is not required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with us on the customer's behalf. This helps avoid the hardship that would result from disconnecting the customer's service.

If you want to name a third party, please fill out the Third-Party Notice form and return it to us.

## Medically necessary equipment protection

To qualify for medically necessary equipment protection a residential customer must meet certain criteria. If a customer who qualifies for medically necessary equipment protection makes the required monthly payments, we cannot disconnect that customer's electrical service.

Medically protected customers must contact the utility to set up a payment plan for any arrears balance.

## Complaint procedures

Our company has qualified personnel available during regular business hours to receive and, whenever possible, resolve customer inquiries, requests, and complaints.

If a complaint cannot be resolved promptly, we'll contact the customer within five business days and at least once every 14 calendar days thereafter:

- To advise the customer regarding the status of our investigation until the complaint is mutually resolved.
- To advise the customer of the results of our investigation and final disposition of the matter.
- Until the customer files a written complaint with the MPUC or the courts.

When the MPUC forwards a customer complaint to us, we'll notify the Commission within ten business days regarding the status or disposition of the complaint (MPUC Rule 7820.0300 Complaint Procedures).

**We're regulated by the Minnesota Public Utilities Commission. Customers may contact the MPUC at [consumer.puc@state.mn.us](mailto:puc@state.mn.us) or 800-657-3782 to discuss unresolved differences.**

The Commission address is:

Minnesota Public Utilities Commission  
1121 7th Place East, Suite 350  
St. Paul, MN 55101-2147



## Customer Service

### General questions

Monday through Friday  
8 a.m. to 5 p.m

### Outages and emergencies

Available 24/7  
800-257-4044  
218-739-8877  
[otpc.com/ContactUs](https://www.otpc.com/ContactUs)



# Minnesota customer information

## Contact us

Whether you need to report an outage, start or transfer service, or ask a question about your bill, we're here to help. Our Customer Service team is available for general questions during business hours, Monday through Friday from 8 a.m. to 5 p.m., and for outages and emergencies 24/7. Call us at 800-257-4044 or 218-739-8877.

## Outage and emergency service

Immediately report outages or emergencies, such as those caused by storms or accidents, at any time by calling us. Our crews respond to service interruptions day or night and on weekends and holidays. Examples of emergencies include power outages, downed power lines, disconnected services, or other circumstances that may affect electric service to your home or business.

Before calling to report an outage, always check your service panel to make sure you haven't blown a fuse or tripped a circuit breaker. We'll restore service without a charge if the outage is a result of our equipment failure.

You can also report an outage online and find near real-time outage information, updates, and a map at [otpc.com/outages](https://www.otpc.com/outages).

## Billing and account information

### Service connection

Our primary responsibility is to provide safe, reliable, and cost-effective electricity to our customers. To cover the costs associated with setting up your new electric account, we include a one-time \$15 service connection fee on your first electric service statement.

If the costs for extending service aren't justified, we may require a signed customer contract guaranteeing a minimum payment of no less than three years use of electric service. We also may require the customer to make an advance payment to guarantee this minimum amount of revenue.

Stop, transfer, or start new electric service by calling our Customer Service team during business hours or using our self-service forms available at [otpc.com/service](https://www.otpc.com/service). Please notify us two business days before you require routine service.

## Ways to pay

We offer a variety of secure payment options including online, by phone, or through mail at one of our drop-box locations. Explore the different programs available to help you manage and pay your bill below or find the right payment plan for you at [otpc.com/PaymentOptions](https://www.otpc.com/PaymentOptions).

## Programs to help manage and pay your bill

The **My Account** payment portal at [otpc.com](https://www.otpc.com) allows you to view and pay your bills with automatic or scheduled electronic payments using a bank account,



**Billing and Account Information:**  
**Programs to help manage and pay your bill** *continued*

credit card, or debit card (fees and limits may apply). You can also subscribe to receive email and text notifications about your electric service. To register you'll need your electric service account number and your service location zip code.

**Ready Check** automatically withdraws your monthly electric payments from your bank account. With Ready Check you authorize your bank to automatically pay your electric bill each month so you can avoid late or missed payments, write fewer checks, continue to receive paper bills, and pick your payment date range.

Our **Even Monthly Payment (EMP)** plan averages your electric bills from the past 12 months to estimate your monthly payments for the next year. Whether it's the biting cold of January or the scorching heat of August, you'll pay the same amount each month. We'll review your account twice a year and adjust your EMP amount if your electric use changes significantly. We'll also pay interest on your average daily credit balance. If EMP doesn't work for you, you can return to conventional billing at any time.

**Payment assistance**

If you need help paying your electric service bill, give us a call right away so we can work together on a plan. Utilizing the My Account portal on our website, you can also create an arrangement. Visit [otpc.com/HelpPaying](http://otpc.com/HelpPaying) for more information.

Payment arrangements are available for military service personnel when a household member is on active duty, under deployment, or change of duty, and find it hard to pay your electric bills. Minnesota law protects active duty military personnel from disconnection if they cannot pay their electric bills in full. Contact us right away to make a payment plan.

**The Minnesota Cold Weather Rule**

You have the right to a payment plan during cold-weather months. The State of Minnesota's Cold Weather Rule protects residential customers from disconnection October 1 through April 30 if they cannot pay their bills in full. You may qualify for this protection if you meet both of the following conditions:

1. The disconnections would affect your main heating source.
2. You and our company agree to a payment plan.

**All Minnesota residential customers are eligible for Cold Weather Rule protection.**

Please see the Minnesota Cold Weather Rule brochure for complete details on steps to take if you cannot pay your electric bill or your electric service is disconnected.

**Cold Weather Rule payment plan**

If you've received a Notice of Proposed Disconnection you might qualify for a payment plan.

Customers who expect difficulty paying higher winter electric service statements should contact us as soon as possible. It's better to work out a mutually acceptable payment plan if we discuss the matter before any electric service statement is overdue.

We may be able to inform customers of possible financial assistance available to help pay high heating bills. We will make every effort under the Cold Weather Rule, as in all times of financial difficulty, to continue service if we have some assurance of payment.

Payment plans must be agreeable to you and to our company. If we can't agree on a payment plan you have the right to appeal to the MN Public Utilities Commission. You have ten days to appeal to the Minnesota Public Utilities Commission (MPUC). The MPUC will help you set up a payment plan, and your service will stay on during the appeal process.

You could qualify if your household income is:

- At or below 50 percent of the state median income, you're not required to pay more than 10 percent of your monthly household income.
- More than 50 percent of the state median income, you may make a payment plan with us.

Most Cold Weather Rule payment plans last until April 30 unless you make other arrangements with us. Your service could be disconnected if you have a past-due balance on April 30 and don't make and keep a new payment plan.

If we agree on a payment plan and you continue to make your payments, we won't disconnect your service. You also may qualify for our Even Monthly Payment (EMP) plan which averages your billing over 12 months.

**Late payment**

If you forget to pay your electric bill or can't pay the amount due by the next billing date, you may be subject to a late payment charge. Customers who make at least 12 consecutive payments prior to the missed payment date won't receive a late payment charge. Unpaid balances of \$5 or more are subject to a late payment charge if the customer has been delinquent more than once during the last 12 months.

Accounts are subject to a 1.5 percent monthly (18 percent annually) late payment charge or \$1, whichever is greater. We'll provide a notice of possible late payment charges on a customer's electric service statement after one missed payment and address a late payment charge during the next billing period. We'll credit all payments against the customer's oldest outstanding account balance before applying any late payment charge. Any payments returned unpaid by a bank to us will be subject to a \$15 return payment fee.

# How to read your bill

- 1 Company contact information.
- 2 The address where you receive electric service.
- 3 Your account number.
- 4 The date your payment is due.
- 5 Previous payments on your account.
- 6 The amount due for this period.
- 7 Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement reflects the amount you select during enrollment.
- 8 Optional donation to help provide energy assistance to those in need in Minnesota.
- 9 This area indicates whether your account is on our Ready Check program.
- 10 Your name and mailing address.
- 11 The type of service you're being billed for.
- 12 Service dates of this billing.
- 13 Total kilowatt-hours (kwh) used for each type of service.
- 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' energy needs, accommodate 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 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 outage management system.
  8. The Uplift Program Rider allows our company to recover the costs associated with an affordability

- program for residential customers that qualify for the Low-Income Home Energy Assistance Program (LIHEAP).
- 16 State or local taxes.

**YOUR ACCOUNT SUMMARY**

CUSTOMER PERSON CUSTOMER	
Service location	123 ANYWHERE ST ANYWHERE, ST 12345
Account number	12345678
Due date	Monday, November 14, 2022
Billing date	Monday, October 17, 2022
Previous balance	\$150.00
Payments	(\$150.00)
Adjustments	\$1.00
Current EMP amount	\$150.00
<b>Total amount due</b>	<b>\$151.00</b>

**EVEN MONTHLY PAYMENT (EMP) STATUS**

EMP balance forward	\$127.25
Current billing amount	\$235.16
<b>Current EMP amount</b>	<b>\$150.00</b>
8-month EMP balance after payment	\$212.41

**CONSUMPTION HISTORY ACCOUNT 12345678**

**ENERGY USAGE INFORMATION**

- This month: 2,250 kWh
- Avg kWh per day: 75
- Days in billing cycle: 30
- Avg daily cost: \$7.84

**811 Call before you dig.** Call 811 or your state's One Call office before you dig.

**DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT**

**10 MARY CUSTOMER**  
1234 ELM ST E  
ANYTOWN MN 56537-0496

**Total amount due**  
November 14, 2022 \$151.00

**Amount enclosed**  
\$

12345678-1 \$151.00 EMP

**PAYMENT AND ADJUSTMENT DETAILS**

Previous balance	\$150.00	<b>2. Dual Fuel Self-Contained - M190</b>	
Payment 09/25/22	(\$150.00)	Meter 78787878	
Late charge 10/17/22	\$1.00	10/15/22 Reading estimated	15560
Current EMP amount	\$150.00	09/15/22 Reading	14060
<b>TOTAL AMOUNT DUE</b>	<b>\$151.00</b>	800 kWh @ .02341 Winter	\$18.73
		700 kWh @ .02738 Summer	\$19.17
		Customer Charge prorated	\$5.92
		Facilities Charge prorated	\$10.35
		Energy Adjustment	
		800 kWh @ .02995	\$23.96
		700 kWh @ .02246	\$15.72
		Resource Adjustment	\$21.09
		Sales Tax	\$7.90
		<b>Total Meter Charges</b>	<b>\$122.84</b>

**HOW WE CALCULATED YOUR BILL**

<b>11 Residential Service - M101</b>			
Meter 12345678			
09/15/22 Reading	56789		
10/15/22 Reading estimated	56039		
350 kWh @ .06111 Winter	\$21.39		
400 kWh @ .08194 Summer	\$32.78		
Customer Charge prorated	\$10.60		
Energy Adjustment			
350 kWh @ .03197	\$11.19		
400 kWh @ .02162	\$8.65		
Resource Adjustment	\$11.18		
Sales Tax	\$5.82		
<b>Total Meter Charges</b>	<b>\$101.61</b>		

**3. Other Charges and Credits**

Billing Period: 09/17/2022 - 10/17/2022

Outdoor Lighting 16 kWh	\$8.23
Energy Adjustment	
9 kWh @ .01816	\$0.16
7 kWh @ .01714	\$0.12
Resource Adjustment	\$2.16
Sales Tax	\$0.04
<b>Total Other Charges and Credits</b>	<b>\$10.71</b>

**CURRENT BILLING AMOUNT \$235.16**

**Customers with a new advanced meter will receive bills displaying the billing period.**

**1. Residential Service – M101**  
**12 Meter 12345678**  
**Billing Period:**  
**09/15/22 – 10/15/22**

Please scan the code or visit [otpc.com/mybill](http://otpc.com/mybill) for an explanation of your billing terms and rates.

**Change of mailing address**  
 Need your bill mailed to a different address? You can provide that address below. Please note that to change the name or service address, you'll need to contact us at 800-257-4044.

Contact the following agencies for information about electricity and the environment:  
 Minnesota Pollution Control Agency at [www.pca.state.mn](http://www.pca.state.mn)  
 Minnesota Department of Commerce at [www.commerce.state.mn.us](http://www.commerce.state.mn.us)

You also may call our Idea Center at 800-493-3299 or visit [otpc.com](http://otpc.com).

The cost of electricity is composed of three main parts: generation, transmission, and distribution. For residential customers, each component's share of the total cost is:  
 Generation 46%  
 Transmission 15%  
 Distribution 39%

These percentages are residential group averages. Your individual use may result in percentages that vary from these averages. Above percentages may not total 100% due to rounding.

12345678-1