

Customer Connection



Energy news for our customers

Vol. 32 No. 5 | October 2024

Highlighting our sustainability efforts

We continue our mission to improve the quality of life in the areas in which we do business. Our 2023 Environmental, Social, and Governance (ESG) Report highlights our impact on the communities we've powered for more than a century.

In 2023:



174,000

AMI METERS

We installed our first 480 of 174,000 advanced metering infrastructure (AMI) meters, which lay the groundwork for us to better meet your needs for reliable service. We expect to finish upgrading meters in early 2025.



345-KV

TRANSMISSION LINES

We began public outreach and planning for two new 345-kV transmission lines. These new lines will help us continue to safely, efficiently, and reliably deliver electricity to you.



49-MW

SOLAR FACILITY

Hoot Lake Solar, our 49-megawatt (MW) solar facility in Fergus Falls, Minnesota, became fully operational. It's Minnesota's lowest-cost and third-largest operating solar facility, helping us meet renewable energy goals while remaining an economical option.



Read our full ESG Report and learn how we're introducing new energy sources, protecting the environment, partnering for positive change, and continuing to provide the reliable, low-cost electricity you depend on at otpsustainability.com.

Protect your home with smoke alarms

Fire Prevention Week—October 6 through 12—is centered around smoke alarms. According to the National Fire Prevention Association (NFPA), working smoke alarms at home can reduce the risk of fire-related death by more than half (54 percent).

Fire prevention starts with you. Keep these tips in mind when using smoke alarms:

- Install smoke alarms in every bedroom, the space directly outside each bedroom, and on every level of the home.
- Make sure smoke alarms meet the needs of all family members, including those with sensory issues or physical disabilities.
- Test smoke alarms at least once a month by pushing the test button.
- Replace all smoke alarms when they are 10 years old or don't respond when tested.

For more information about Fire Prevention Week and smoke alarm safety, visit nfpa.org.





Save with thermal storage

Save money by heating and cooling primarily during off-peak times when rates are generally cheaper. Thermal-storage systems store heat or cooling for use during peak hours.

There are several technologies and designs that serve heating and cooling systems.

- **Underfloor heat storage** uses cables or in-floor hydronic heat to create a heat reservoir within a layer of sand under the surface.
- **Central thermal-storage furnaces** use specialized ceramic bricks to store heat.
- **Thermal-storage cooling**, generally used for commercial buildings, generates ice or cooled water for use during peak periods.

You can install most systems in both homes and businesses to provide heating or cooling for an entire building, a single floor, or a specific area.

Install a thermal storage system at a qualified discounted off-peak rate and receive a rebate. For more details, visit otpc.com/HeatingRebates.

Request your 2025 pocket calendar

Our popular pocket calendars are available for 2025. Email pocketcalendar@otpc.com to request one. Be sure to include your name, full address, and the number of calendars you'll need (limit five).

Don't have an email address? Complete the form at right and return it to:

Pocket Calendars
Otter Tail Power Company
P.O. Box 496
Fergus Falls, MN 56538-0496

NAME _____

STREET ADDRESS _____

CITY _____

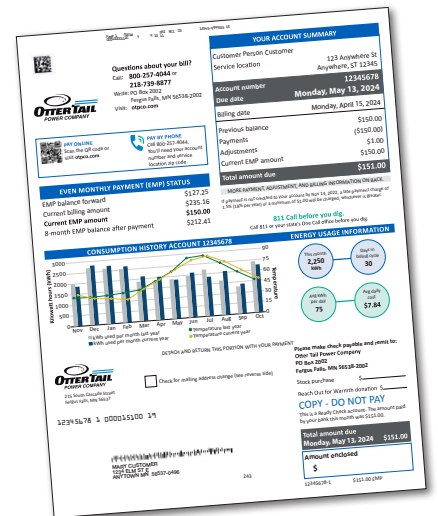
STATE _____ ZIP _____

_____ NUMBER OF CALENDARS (LIMIT FIVE)

How to read your bill

We recently updated the look of our bills to make it easier to find the information you need. It still includes a lot of information!

Visit otpc.com/MyBill for a detailed explanation of your bill components. Have questions? Call us at **800-257-4044**.



Customers' cookery



Lorraine's Pumpkin Pie Dessert

CRUST:

- 1 cup flour
- ½ cup oatmeal
- ½ cup brown sugar
- ½ cup margarine

TOPPING:

- ½ cup brown sugar
- 2 tablespoons butter
- ¾ cup chopped peanuts or walnuts

FILLING:

- 2 cups canned pumpkin
- 1 cup evaporated milk
- 3 eggs
- ½ teaspoon salt
- ¾ cup sugar
- 1 teaspoon cinnamon
- 1 teaspoon ginger
- 1 teaspoon cloves

DIRECTIONS:

Mix crust ingredients and press into a 9x13-inch pan. Bake for 10 to 15 minutes at 350 degrees. While crust is baking, mix filling and topping in two separate bowls. Pour filling into cooled crust and sprinkle with topping. Bake for an additional 25 minutes.

Submitted by Lorraine Valochenko, Butte, ND.

Customer Connection
Otter Tail Power Company
PO 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 to thank you.

Please recycle

