Customer notice



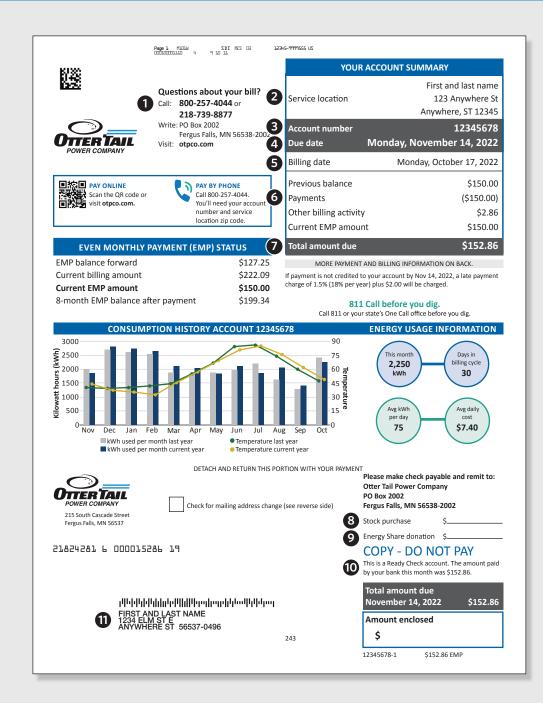


The South Dakota Public Utilities Commission approved our request to redesign our Electric Service Statement (Customer Bill).

We updated our billing statement and other relevant forms, including our Disconnect Notice and our General Rules and Regulations Rate Schedule Section 1.05 (Contracts, Agreements, and Sample Forms), as part of our ongoing efforts to provide clear and comprehensive information about your electricity costs.

How to read your bill

- 1. Company contact information.
- 2. The address where you receive electrical services.
- 3. Your account number.
- 4. The date your payment is due.
- 5. The billing date.
- Previous payments on your account (also appears on back of bill).
- 7. The amount due for this period.
- Optional enrollment to buy Otter Tail Corporation stock through Ready Check. Your statement will reflect the amount you select during enrollment.
- Optional donation to help provide energy assistance to those in need in South Dakota.
- 10. This area indicates whether your account is on our Ready Check program.
- 11. Your name and mailing address.



- 12. Other charges which may include late charges, customer service guarantees, connection charges, etc.
- 13. The type of service for which you are being billed.
- 14. Service dates of this billing.
- 15. Total kilowatt-hours used for each type of service.
- 16. Details of charges, including the rates used to calculate your bill.
- The fuel, reagents, emission allowances, and purchased power adjustment.
- 18. The Energy Efficiency Program surcharge.
- 19. The Transmission Cost Recovery Rider.
- 20. The Phase-In Recovery Rider.

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For more information, contact Customer Service at **800-257-4044** or visit **otpco.com/MyBill**.

