

COMMENT NOTICE – STAFF RECOMMENDATION ON TERMINATING COMPLIANCE FILINGS

Issued: March 3, 2020

In the Matter of Otter Tail Power Company’s Petition for Approval of Tariff Changes to Facilitate Implementation of A New Customer Information System

PUC Docket Number(s): E017/M-18-380

Comment Period: Closes March 26, 2020 at 4:30 pm

Comments received after the close of the comment period may or may not be considered by the Commission.

Issue: Compliance filings ordered in the above-mentioned docket.

Topic(s) Open for Comment:

- Given that Otter Tail Power has provided three compliance filings in the above-mentioned docket with each filing demonstrating few inquiries and no complaints related to the Company’s pro-rated customer charge, staff recommends terminating the requirement of periodic reports as established in the September 20, 2018 order in order point #3.
- Instead, staff proposes that if the Company receives five or more complaints related to the pro-rated customer charge during any calendar quarter, they include this information in their annual safety, service reliability, and service quality report.
- Is there a future need for compliance filings in the above-mentioned docket?

Background: On June 8, 2018, Otter Tail Power filed a petition to approve tariff changes to facilitate the Company’s implementation of a new Customer Information System (CIS) that also included a pro-rated customer charge. Following comments by the Department of Commerce, Division of Energy Resources approving the tariff revisions with clarifying language added to the tariff, the Commission met to discuss the matter on September 13, 2018. The Commission approved the tariff revisions that included the Department’s language and required Otter Tail Power to file periodic reports to track customer complaints and inquiries regarding proration of the customer charge. Since February 2019, when the Company’s CIS went into effect, it has provided three periodic reports identifying few inquiries and no complaints related to the Company’s proration of the customer charge.

Filing Requirements: Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission’s electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: mn.gov/puc, select *eFiling*, and follow the prompts.

Full Case Record: See all documents filed in this docket via the Commission's website at mn.gov/puc, select *Search eDockets*, enter the year (18) and the docket number (380), select *Search*.

Subscribe to receive email notification when new documents are filed in this docket at mn.gov/puc, select *Subscribe*, or click [HERE](#) and follow the prompts.

Questions about this docket or Commission process and procedure?

For questions about the performance metrics docket, contact Commission staff, Kelly Martone, at kelly.martone@state.mn.us or 651-221-2245.

Change your mailing preferences: Email docketing.puc@state.mn.us or call Leesa Norton at 651-201-2246.

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