

Meeting Date October 22, 2020

Agenda Item # 4

Company Otter Tail Power Company

Docket No. **E017/M-18-380**

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

I. Revised Decision Options

1. Require the Company to continue tracking customer complaints and inquiries and filing periodic reports established in the September 18, 2019 order.

OR

2. Modify the reporting requirement established in the September 18, 2019 order
 - a) Migrate reporting to the annual service quality report if Otter Tail Power Company receives five or more complaints related to the pro-rated customer charge during any calendar quarter (*The Department*) (Otter Tail Power)
 - b) Cease migrated reports after December 31, 2021 (*Otter Tail Power*) (The Department)

AND/OR

3. Make some other finding