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September 30, 2020

Tera Dornfeld, MS, PhD
Public Engagement Regulatory Specialist
Minnesota Public Utilities Commission
121 7th Place E, Suite 350
Saint Paul, MN 55101-2147

**RE: In the Matter of Otter Tail Power Company 2019 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2020 Docket No. E017/M-20-401
Response to MN Public Utilities Commission Information Requests 1-2**

Dear Ms. Dornfeld:

Attached to this electronic response please find Otter Tail Power Company's (Otter Tail) response to the Minnesota Public Utilities information request numbers 1-2 in the above referenced docket.

If you have any questions, please contact me at 218 739-8443 or ckremeier@otpc.com.

Sincerely,

/s/ *COLLIN KREMEIER*
Collin Kremeier
Manager Market Planning

cjh
By electronic filing
c: Service List

OTTER TAIL POWER COMPANY

Docket No: E017-M-20-401

Response to: MN Public Utilities Commission

Analyst: Tera Dornfeld

Date Received: September 16, 2020

Date Due: September 30, 2020

Date of Response: September 30, 2020

Responding Witness: Collin Kremeier, Supervisor, Customer Care & Relations (218) 739-8443

Information Request:

Minnesota Administrative Rules Chapter 7826, Part 7826.1700: Reporting Call Center Response Times states that, “The annual service quality report must include a detailed report on call center response times, including calls to the business office.” More, Chapter 7826.1200: Call Center Response Time Subpart 1 states that, “On an annual basis, utilities shall answer 80 percent of calls made to the business office during regular business hours within 20 seconds. "Answer" means that an operator or representative is ready to render assistance or accept the information to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an answer. If the utility uses an automated call-processing system, the 20-second period begins when the customer has selected a menu option to speak to a live operator or representative.” Subpart 2 refers to calls regarding service interruptions and states, “On an annual basis, utilities shall answer 80 percent of calls directed to the telephone number for reporting service interruptions within 20 seconds.”

In Otter Tail Power’s April 1, 2020 2019 Annual Safety, Reliability, and Service Quality Report, p56, the Company complies with this rule when it, “provides its report of call center response times for 2019 in **Table 24.**” That table has six columns that are recreated below:

	(A)	(B)	(C)	(D)	(E)
Month	Offered	Calls Abandoned	Calls Answered after 20 Seconds	Answered within 20 Seconds	Percent Answered within 20 Seconds ¹

¹Column (D) / Column (A) = Percent answered within 20 Seconds

REQUEST:

- a. Please define “Calls Abandoned”.
- b. Please explain why calls abandoned are not included in the calculation of calls answered within 20 seconds.
- c. Please summarize any information the Company has in its possession as to why calls might be abandoned.

Attachments: 0

Response:

- a. Otter Tail considers a call to be abandoned if the caller ended the call or the call was dropped prior to the call being answered.
- b. When reviewing the data, it appears that we inadvertently left out the abandoned calls from the calculation. We apologize for this issue and below is an updated chart showing our percentages including calls abandoned. We have resubmitted our updated call center response times for 2019. When reviewing the data, it appears that with our new phone reporting we inadvertently missed adding in the calls abandoned within our calculation. We recognize with these updated numbers we did not meet the requirement to answer 80 percent of calls within 20 seconds (missed by less than 0.25 percent). In early 2019, with the implementation of our new Customer Information System, our Customer Service Representatives were getting more familiar with the new system and that led to longer call handle times which resulted in longer wait time for our customers.

The last few months of 2019, we saw the monthly numbers continue to improve as our office team members became more efficient with the new system. We are also seeing the same stronger improved performance trend in 2020 with numbers that well exceed the requirement for this rule.

Report of Call Center Response Times - 2019

Month	Offered	Calls Abandoned	Calls Answered after 20 Seconds	Answered within 20 Seconds	Percent Answered within 20 seconds
January	3327	32	124	3171	95.31%
February	4851	90	439	4322	89.10%
March	6056	94	799	5163	85.25%
April	6700	295	1947	4458	66.54%
May	6520	173	1050	5297	81.24%
June	5246	103	951	4192	79.91%
July	5916	172	1404	4340	73.36%
August	6632	245	1672	4715	71.09%
September	5627	140	1069	4418	78.51%
October	6348	220	1489	4639	73.08%
November	4885	73	547	4265	87.31%
December	4447	45	277	4125	92.76%
	66555	1682	11768	53105	79.79%

- c. Abandoned calls can happen for numerous reasons. However, the customer is electing to end the call. There could be circumstances where while waiting for the call to be presented to an Otter Tail agent, the customer may have signal issues, receive another important call or just decide to end the call at any time while in queue. The decision to end or abandon a call is the choice the caller ultimately makes for a variety of reasons that we may never know.

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Information Request:

The Commission is interested in inquiring about other ways customers now communicate with Utilities. To determine the feasibility of such reporting, we request the following information or a short statement as to why it cannot be provided:

REQUEST:

- a. Please provide monthly and yearly total page visits or logins to the Company's mobile app, website, and Facebook page (for all applicable platforms used for customer communication).
- b. Please provide monthly and yearly number of emails received (including those sent via website-based platforms).
- c. Please provide a statement regarding the feasibility of reporting Response Time for electronic correspondence (# emails responded to within one business day and number responded to in two or more business days).
- d. Please provide a statement regarding the feasibility of maintaining a log of customer electronic correspondence by type (similar to the log of customer complaints reported in 7826.2000) and then reporting the top five most common issues for which customers initiate contact.

Attachments: 0

Response:

- a. The below tables reflect available yearly and monthly total page views for our company website (otpc.com) and page views/profile visits for Facebook, Twitter, and LinkedIn (social media platforms). We do not currently have a company app.

	Website	Facebook	Twitter	LinkedIn
Jan 2019	190,231	717	Data not available	Data not available
Feb 2019	24,853*	381	Data not available	Data not available
Mar 2019	934*	617	1,780	Data not available
Apr 2019	1,001*	609	1,344	Data not available
May 2019	6,605*	496	1,399	Data not available
June 2019	372,935*	931	792	Data not available
July 2019	272,670	2,216	795	Data not available
August 2019	204,466	1,158	727	Data not available
Sept 2019	192,073	2,343	960	356
Oct 2019	199,199	1,531	486	394
Nov 2019	192,939	1,021	432	385
Dec 2019	199,942	1,765	348	269
2019 Totals	1,857,848	13,785	9,063	1,404
Jan 2020	210,704	1,686	869	404
Feb 2020	192,899	645	270	289
Mar 2020	184,000	755	709	419
Apr 2020	187,013	1,420	1,670	539
May 2020	170,404	1,326	775	587
June 2020	189,199	1,953	684	674
July 2020	211,137	1,961	935	693
Aug 2020	206,283	1,178	326	638
2020 To date Totals	1,551,639	10,924	6238	4243

**The launch of our new Customer Information System inadvertently interrupted our web Google Analytics from mid-February 2019 through mid-June 2019; we cannot determine the accuracy of the page view information for our website during that timeframe. Twitter and LinkedIn limit data retrieval to 18 months and 12 months, respectively.*

- b. Otter Tail has various electronic means that allow customers to email us. We have several email inboxes and web forms that customers can use for communication as well. We currently do not have systems in place that would allow us to provide numbers for email communications from customers without conducting a manual review and count. We have the ability to see when our customers utilize Contact Us. Contact Us is on our website and allows customers to pose questions via the web. From this we can track the contacts that get added into our Customer Information System and these numbers are included in the table below. We can also break the contacts down into the reason the customer emailed us. To pull this information would be a new process with manual steps involved if we were needed to provide this information on a regular basis. We are working with our IT department to explore options we may have to automate the process.

CONTACT US

Column1	2019	2020
January		74
February		68
March	64	26
April	90	118
May	52	86
June	73	177
July	163	216
August	226	386
September	107	5
October	204	
November	82	
December	98	
Total	1159	1156

We also included the emails that came from our Customer Self-service Web form. Customers can use these online forms to start, stop or transfer service. These forms also include mailing address change requests as well as submitting a meter reading. To provide these numbers we had to conduct a manual review and count. Please see below.

SELF SERVICE CONTACTS

<u>DATE</u>	<u>RANGE</u>	<u>Contacts</u>		
1/1/2019	1/31/2019	434		
2/1/2019	2/28/2019	362		
3/1/2019	3/31/2019	392		
4/1/2019	4/30/2019	425		
5/1/2019	5/31/2019	439		
6/1/2019	6/30/2019	401		
7/1/2019	7/31/2019	437		
8/1/2019	8/31/2019	518		
9/1/2019	9/30/2019	496		
10/1/2019	10/31/2019	485		
11/1/2019	11/30/2019	460		
12/1/2019	12/31/2019	487	5336	2019 total
1/1/2020	1/31/2020	480		
2/1/2020	2/29/2020	491		
3/1/2020	3/31/2020	515		
4/1/2020	4/30/2020	506		
5/1/2020	5/31/2020	540		
6/1/2020	6/30/2020	666		
7/1/2020	7/31/2020	688		
8/1/2020	8/31/2020	606		
9/1/2020	9/17/2020	392	4884	2020 to date total
		Total	10220	

- c. Otter Tail currently does not have systems in place that could monitor response times for our electronic correspondence. With providing customers various paths for them to communicate with us, each path creates a unique channel to obtain this information. We currently would need to conduct a manual review and count to provide data.
- d. Through logging our web contacts, we would be able to provide information from our customer information system. We can provide the data as to why the customer used our web form to contact us.

CERTIFICATE OF SERVICE

**RE: In the Matter of Otter Tail Power Company 2019 Annual Safety, Reliability and Service Quality Report and Proposed SAIFI, SAIDI and CAIDI Reliability Standards for 2020
Docket No. E017/M-20-401**

I, Carly Haiby, hereby certify that I have this day served a copy of the following, or a summary thereof, on Will Seuffert and Sharon Ferguson by e-filing, and to all other persons on the attached service list by electronic service or by First Class Mail.

**Otter Tail Power Company
Response to MN Public Utilities Commission Information Requests 1-2**

Dated this 30th day of September, 2020

/s/ CARLY HAIBY

Carly Haiby, Regulatory Filing Coordinator
Otter Tail Power Company
215 South Cascade Street
Fergus Falls MN 56537
(218) 739-8472

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Christopher	Anderson	canderson@allete.com	Minnesota Power	30 W Superior St Duluth, MN 558022191	Electronic Service	No	OFF_SL_20-401_20-401
Ray	Choquette	rchoquette@agp.com	Ag Processing Inc.	12700 West Dodge Road PO Box 2047 Omaha, NE 68103-2047	Electronic Service	No	OFF_SL_20-401_20-401
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-401_20-401
James C.	Erickson	jericksonkbc@gmail.com	Kelly Bay Consulting	17 Quechee St Superior, WI 54880-4421	Electronic Service	No	OFF_SL_20-401_20-401
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_20-401_20-401
Jessica	Fyhrie	jfyhrie@otpc.com	Otter Tail Power Company	PO Box 496 Fergus Falls, MN 56538-0496	Electronic Service	No	OFF_SL_20-401_20-401
Shane	Henriksen	shane.henriksen@enbridge.com	Enbridge Energy Company, Inc.	1409 Hammond Ave FL 2 Superior, WI 54880	Electronic Service	No	OFF_SL_20-401_20-401
Douglas	Larson	dlarson@dakotaelectric.com	Dakota Electric Association	4300 220th St W Farmington, MN 55024	Electronic Service	No	OFF_SL_20-401_20-401
James D.	Larson	james.larson@avantenergy.com	Avant Energy Services	220 S 6th St Ste 1300 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_20-401_20-401
Kavita	Maini	kmaini@wi.rr.com	KM Energy Consulting, LLC	961 N Lost Woods Rd Oconomowoc, WI 53066	Electronic Service	No	OFF_SL_20-401_20-401

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Andrew	Moratzka	andrew.moratzka@stoel.com	Stoel Rives LLP	33 South Sixth St Ste 4200 Minneapolis, MN 55402	Electronic Service	No	OFF_SL_20-401_20-401
Wendi	Olson	wolson@otpc.com	Otter Tail Power Company	215 South Cascade Fergus Falls, MN 56537	Electronic Service	No	OFF_SL_20-401_20-401
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_20-401_20-401
Larry L.	Schedin	Larry@LLSResources.com	LLS Resources, LLC	332 Minnesota St, Ste W1390 St. Paul, MN 55101	Electronic Service	No	OFF_SL_20-401_20-401
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-401_20-401
Cary	Stephenson	cStephenson@otpc.com	Otter Tail Power Company	215 South Cascade Street Fergus Falls, MN 56537	Electronic Service	No	OFF_SL_20-401_20-401
Stuart	Tommerdahl	stommerdahl@otpc.com	Otter Tail Power Company	215 S Cascade St PO Box 496 Fergus Falls, MN 56537	Electronic Service	No	OFF_SL_20-401_20-401
Nikhil	Vijaykar	NVijaykar@elpc.org	Enviornental Law & Policy Center	N/A	Electronic Service	No	OFF_SL_20-401_20-401