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August 30, 2019

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

**RE: In the Matter of Otter Tail Power Company's Petition for Approval of Tariff Changes to Facilitate Implementation of a New Customer Information System
Docket No. E017/M-18-380
Compliance Filing**

Dear Mr. Wolf:

On June 8th, 2018 Otter Tail Power Company (Otter Tail or Company) submitted a filing to notify the Minnesota Public Utilities Commission (Commission) of the implementation of a new Customer Information System (CIS). The Commission's disposition of this matter issued on September 28, 2018 directed Otter Tail to "track customer complaints and inquiries regarding proration of the customer charge and, as compliance filings in this docket, to file periodic reports." This filing represents the first report of that series and covers the period from initial implementation on February 4, 2019 through June 30, 2019.

Otter Tail employed multiple tools to educate customers about the change in how the customer charge was calculated. Starting in February 2019 the Company added a new bill message to customer bills stating "We're now prorating the appropriate seasonal rate to your energy usage and, if applicable, demand usage. And we're prorating services to the month in which they were consumed. If you have questions, please call us at 800-257-4044."

The Company website contains a section "How to Read My Bill" that explains how proration is calculated and provides an example of how fixed charges¹ such as the customer charge are prorated.

The Company also provided an explanation of proration in its June 2019 Customer Connection newsletter (a bill insert) that included an example bill showing how proration is applied to summer and winter rates.

¹<https://www.otpc.com/pay-my-bill/how-to-read-my-bill/>

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Otter Tail used workflows defined within the CIS to identify and record customer contacts and complaints. Every contact is unique, however, not every contact results in a complaint. At the same time, every complaint has an originating contact. Otter Tail defined the following contact type and complaint type to comply with the Commission's September 28, 2018 order:

Contact Type - Otter Tail Power defined the contact type "PRORA" to capture customer inquiries about bill proration.

Complaint Type – This is a separate categorization from a contact. Otter Tail Power defined the complaint type "PRATE" to identify complaints related to prorated customer charges. Otter Tail has no other complaint types related to proration.

A tally of the data through June 30, 2019 showed two inquiries about proration of the customer charge and no complaints about proration of the customer charge. A third inquiry was passed along by the Consumer Affairs Office. Otter Tail will provide further updates during the next report.

We are available to provide any additional information or respond to any questions you may have. Feel free to contact me at (218) 739-8956 or email me at cstephenson@otpc.com.

Sincerely,

/s/ *CARY STEPHENSON*
Cary Stephenson
Associate General Counsel

mmo
Enclosures
By electronic filing
c: Service List

CERTIFICATE OF SERVICE

RE: In the Matter of Otter Tail Power Company's Petition for Approval of Tariff Changes to Facilitate Implementation of a New Customer Information System
Docket No. E017/M-18-380

I, Jana Hrdlicka, hereby certify that I have this day served a copy of the following, or a summary thereof, on Daniel P. Wolf 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
Compliance Filing

Dated this **30th** day of **August, 2019**

/s/ MIKAYLA OSTERMAN
Mikayla Osterman
Regulatory Filing Coordinator
Otter Tail Power Company
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