



06/11/18

Jessica Fyhrie
Otter Tail Power
215 South Cascade Street
P.O. Box 496
Fergus Falls, Minnesota 56538-0496

Re: 2018 Safety, Reliability and Service Quality Standards Report Docket No. E015/M-18-247

Ms. Fyhrie:

Enclosed is Public Utilities Commission Information Requests # 1, # 2, and #3. Please e-file the Company's response within ten business days. Please indicate where, if at all, your responses include trade secret information.

Respectfully submitted,
Commission Staff

This question is:

☐ Trade Secret
☒ Public

**State of Minnesota
Public Utilities Commission**

Utility Information Request

Docket Number: E017/M-18-247

Date of Request: 06/11/2018

Requested From: Otter Tail Power

Response Due: 10 business days

Analyst Requesting Information: Kelly Martone/Michelle Rebholz

Type of Inquiry:

<input type="checkbox"/>	Financial	<input type="checkbox"/>	Rate of Return	<input type="checkbox"/>	Rate Design
<input type="checkbox"/>	Engineering	<input type="checkbox"/>	Forecasting	<input type="checkbox"/>	Conservation
<input type="checkbox"/>	Cost of Service	<input type="checkbox"/>	CIP	<input checked="" type="checkbox"/>	Service Quality

If you believe your responses are proprietary, please indicate.

**Request
Number**

1)

Minnesota Statutes §216B.098 subd. 5 provides protections for residential customers that require medical equipment in their homes under certain circumstances. Minnesota Rules 7826.1800 require utilities to report data on the use of this protection in service quality reports.

a) Does OTP perform any type of outreach to relevant organizations in its service territory to inform them of this consumer protection?

b) Does OTP have a standard form it uses for customers interested in applying for this protection? If not, what standard information does OTP expect to be on the application from customers?

c) What criteria does OTP use to process these requests?

d) Does OTP have an internal deadline on processing these requests?

e) Provide any other observations by OTP on the success of this protection and how in the future it could be used more effectively.

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Request Number	
2)	Minnesota Rules 7826.2000 requires utilities to report on customer complaints. In OTP's experience, do certain categories of customer complaints routinely take longer to resolve? If so, which categories, and should OTP in its next report break those out separately for tracking?
3)	<p>The Commission's service quality rules are 15 years old. In OTP's opinion, are there:</p> <p>a) portions of the rules that are outdated and no longer useful?</p> <p>b) language in rules that refer to outdated or irrelevant standards?</p> <p>c) otherwise in need of minor updates, through a variance or a clarification in an order?</p> <p>Please focus only on Minnesota Rules 7826.0800-7826.2000 in your answer.</p>