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September 29, 2025

Ms. Sasha Bergman  
Executive Secretary  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101-2147

**RE: In the Matter of Cold Weather Reports (CWR) – Regulated Gas & Electric Companies  
Docket No. E, G999/PR-25-2  
Compliance Filing**

Dear Ms. Bergman:

Otter Tail Power Company (Otter Tail Power) submits this compliance filing following issuance of the Minnesota Public Utilities Commission's (Commission) Order dated August 28, 2025 in the above-described matter.

Order Point No. 1 requires that:

- 1. Rate-regulated public utilities that have not already done so must submit a compliance filing within 30 days in this docket detailing their current policies and practices on disconnections, service deposits, and payment agreements.*

We have electronically filed this document with the Commission and copies have been served on all parties on the attached service list. A Certificate of Service is also enclosed.

Please contact me at 218-739-8443 or [ckremeier@otpc.com](mailto:ckremeier@otpc.com) if you have any questions regarding this filing.

Sincerely,

/s/ COLLIN KREMEIER

Collin Kremeier

Supervisor, Customer Care Administrative & Outage Management

amn

Enclosures

By electronic filing

c: Service List

## **Otter Tail Power Company disconnections, service deposits, and payment agreements**

Otter Tail Power Company is committed to working collaboratively with our customers to prevent service disconnections. In accordance with our established practices, we strive to engage with customers proactively to establish mutually agreeable payment arrangements. Additionally, we provide referrals to energy assistance programs to support our customers in managing their energy needs.

Otter Tail Power does not currently require a service deposit however we retain language that states we may require a deposit in the event the need arises to reincorporate the step within our collection practices.

### **Minnesota Disconnection for Non-payment**

Disconnecting service is our last resort that can happen if a customer does not pay their billing in full or they have defaulted on a payment arrangement.

Prior to disconnection customers will receive a Notice of Proposed Disconnect providing the customer with a minimum of 10 days' notice of the disconnection date. The disconnection notice shall also contain the reason for disconnection and methods to avoid disconnection.

Otter Tail Power will make multiple attempts beyond the disconnection notice prior to disconnecting service. We will attempt to make two automated calls that encourage customers to call energy assistance and/or Otter Tail Power to make payment arrangements if needed. We will make one final attempt by making an in-person visit to the location to collect or discuss payment arrangements.

Otter Tail Power adheres to the provisions set forth in Minn. Stat 216B.096, ensuring that customers receive appropriate protection during the Cold Weather Rule season.

### **Payment Arrangements**

For customers that are unable to pay their billing in full, customers may be eligible for a payment arrangement. Payment arrangements can be made by calling customer service Monday through Friday 8am to 5pm or on the My Account portal.

Arrangements are based on the customer's financial circumstances and other extenuating circumstances of the household. Arrangement periods can extend to three months. Arrangement amounts may not always completely pay down the arrears balance. More arrangements can be made after maintaining arrangement

amount for the duration of the arrangement. Arrangement amounts also include your monthly bill to ensure you do not fall further behind.

To ensure compliance with the agreed payment arrangement, it is essential to pay the full arrangement amount. Adhering to this arrangement will prevent any future disconnection of services.

If customers are unable to reach a mutually agreeable arrangement with Otter Tail Power, you may choose to appeal to the Minnesota Public Utilities Commission' Consumer Affairs Office. The Consumer Affairs Office can be contacted at 651-296-0406 or 800-657-3782 or by email at [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

## CERTIFICATE OF SERVICE

**RE: In the Matter of Cold Weather Reports (CWR) – Regulated Gas & Electric Companies  
Docket No. E, G999/PR-25-2**

I, Anahita Narimani, hereby certify that I have this day served a copy of the following, or a summary thereof, on Sasha Bergman 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 **29<sup>th</sup>** day of **September 2025**.

/s/ ANAHITA NARIMANI  
Anahita Narimani  
Regulatory Filing Coordinator  
Otter Tail Power Company  
215 South Cascade Street  
Fergus Falls MN 56537  
(218) 739-8363

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
1	Kristine	Anderson	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.		1900 Cardinal Lane PO Box 798 Faribault MN, 55021 United States	Electronic Service		No	PR-25-2
2	Ryan	Baumtrog	ryan.baumtrog@state.mn.us		Minnesota Dept of Housing	400 Wabasha St N Ste 400 St. Paul MN, 55102 United States	Electronic Service		No	PR-25-2
3	Sasha	Bergman	sasha.bergman@state.mn.us		Public Utilities Commission		Electronic Service		No	PR-25-2
4	Matthew	Brodin	mbrodin@allete.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	PR-25-2
5	Mike	Bull	mike.bull@state.mn.us		Public Utilities Commission	121 7th Place East, Suite 350 St. Paul MN, 55101 United States	Electronic Service		Yes	PR-25-2
6	Generic	Commerce Attorneys	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	445 Minnesota Street Suite 1400 St. Paul MN, 55101 United States	Electronic Service		Yes	PR-25-2
7	Brandon	Crawford	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 St. Paul MN, 55101 United States	Electronic Service		No	PR-25-2
8	Beverly	Dahlberg	bev Dahlberg@nweco.com	Northwestern Wisconsin Electric Co.		104 South Pine Street P O Box 9 Grantsburg WI, 54840-0009 United States	Electronic Service		No	PR-25-2
9	Brian	Edstrom	briane@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota St Ste W1360 Saint Paul MN, 55101 United States	Electronic Service		No	PR-25-2
10	Ron	Elwood	relwood@mnl sap.org	Legal Services Advocacy Project		970 Raymond Avenue Suite G-40 Saint Paul MN, 55114 United States	Electronic Service		No	PR-25-2
11	Sharon	Ferguson	sharon.ferguson@state.mn.us		Department of Commerce	85 7th Place E Ste 280 Saint Paul MN, 55101-2198 United States	Electronic Service		No	PR-25-2
12	Jenny	Glumack	jenny@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	PR-25-2
13	Adam	Heinen	aheinen@dakotaelectric.com	Dakota Electric Association		4300 220th St W Farmington MN, 55024 United States	Electronic Service		No	PR-25-2
14	Travis	Jacobson	travis.jacobson@mdu.com	Great Plains Natural Gas Company		400 N 4th St Bismarck ND, 58501 United States	Electronic Service		No	PR-25-2

#	First Name	Last Name	Email	Organization	Agency	Address	Delivery Method	Alternate Delivery Method	View Trade Secret	Service List Name
15	Jack	Kegel	jkegel@mmua.org	MMUA		3025 Harbor Lane N Suite 400 Plymouth MN, 55447-5142 United States	Electronic Service		No	PR-25-2
16	Collin	Kremeier	ckremeier@otpc.com	Otter Tail Power Company		PO Box 496 Fergus Falls MN, 56538-0496 United States	Electronic Service		No	PR-25-2
17	Annie	Levenson Falk	annielf@cubminnesota.org	Citizens Utility Board of Minnesota		332 Minnesota Street, Suite W1360 St. Paul MN, 55101 United States	Electronic Service		No	PR-25-2
18	Jason	Loos	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		505 Nicollet Mall 3rd Floor Minneapolis MN, 55402 United States	Electronic Service		No	PR-25-2
19	Christine	Marquis	regulatory.records@xcelenergy.com	Xcel Energy		414 Nicollet Mall MN1180-07-MCA Minneapolis MN, 55401 United States	Electronic Service		No	PR-25-2
20	Darrick	Moe	darrick@mrea.org	Minnesota Rural Electric Association		11640 73rd Ave N Maple Grove MN, 55369 United States	Electronic Service		No	PR-25-2
21	David	Moeller	dmoeller@allete.com	Minnesota Power			Electronic Service		No	PR-25-2
22	Jennifer	Peterson	jjpeterson@mnpower.com	Minnesota Power		30 West Superior Street Duluth MN, 55802 United States	Electronic Service		No	PR-25-2
23	Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	1400 BRM Tower 445 Minnesota St St. Paul MN, 55101-2131 United States	Electronic Service		Yes	PR-25-2
24	Jodi	Schinzing	jodischinzing@nweco.com	Northwestern Wisconsin Electric Company		104 S. Pine Street Grantsburg WI, 54840 United States	Electronic Service		No	PR-25-2
25	Lori	Schultz	lorischultz@minncap.org	Minnesota Community Action Partnership		MCIT Building 100 Empire Dr Ste 202 St. Paul MN, 55103 United States	Electronic Service		No	PR-25-2
26	Richard	Stasik	richard.stasik@wecenergygroup.com	Minnesota Energy Resources Corporation (HOLDING)		231 West Michigan St - P321 Milwaukee WI, 53203 United States	Electronic Service		No	PR-25-2