

OTTER TAIL POWER COMPANY
Docket No: EL19-037

Response to: South Dakota Public Utilities Commission Staff
Analyst: Lorena Reichert
Date Received: 10/30/2019
Date Due: 11/13/2019
Date of Response: 11/12/2019
Responding Witness: Michelle Gunderson, Tariff Admin

Data Request:

Explain how the 10-day range for payment withdrawals and the billing cycle will always align.

Attachments: 0

Response:

The 10-day date range is a range the customer is selecting that best fits their budget needs and aligns with their bill date. In our new Customer Information System, we enter Ready Check plans to pull within so many days from bill date. Providing our customers a convenient payment option and a great customer experience.

For example, a customer bills on the 1st of the month with a due date of the 25th of the month. In this example the customer selected a date range of the 15th through the 25th. Otter Tail selects a date within that 10-day period. In this example the payment would be pulled on the 20th of the month. In our billing system we would need to enter 20 days from bill date. If the 20th day is on a weekend or holiday, it will move to the next business day.