
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Joel Jacobs

Chair

Tom Burton

Commissioner

Marshall Johnson

Commissioner

Dee Knaak

Commissioner

Don Storm

Commissioner

To: Jay Myster
Vice President, Government and Legal
Otter Tail Power Company
215 South Cascade Street
PO Box 496
Fergus Falls, MN 56538-0496

SERVICE DATE: MAY 28, 1996

DOCKET NO. E-017/M-96-294

In the Matter of a Request for Approval by **Otter Tail Power Company** to Establish a Written Customer Service Guarantee

The above entitled matter has been considered by the Commission and the following disposition made:

- 1. Approved the customer service guarantee program and tariff page; and**
- 2. Required the Company to include the three elements of the program that affect rates on the relevant rate schedules and general rules and regulations sections in Otter Tail Power's tariff book.**

The Commission agrees with and adopts the recommendations of the Commission Staff Briefing Papers which are attached and hereby incorporated in the Order.

BY ORDER OF THE COMMISSION

Burl W. Haar
Executive Secretary

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