

ENERGY

CONNECTIONS

NorthWestern
Energy

NEBRASKA | SEPTEMBER 2013

Delivering a Bright Future

Effective September 2013, bills for NorthWestern Energy customers in South Dakota and Nebraska have been redesigned.

The updated layout offers detailed information regarding current and historical usage, a condensed size, and important information regarding customer's service.

NorthWestern Energy engaged in a comprehensive design process, hosting focus groups in its service area to find out what customers wanted in terms of information on the bill.

The redesign features:

- An expanded, legal-sized (8.5" x 14") format to match the bill insert
- Easy to understand usage and account information
- Bar chart and table that compares current usage and billing to 13 months of usage history
- Important information regarding payment options, definitions of billing terms, and other helpful customer messages
- Contact information for all billing and customer service needs

The new bill format joins a list of enhanced customer service steps already in place at NorthWestern Energy, including extended call center hours and days of operation, updated Interactive Voice Response (IVR) system, customer assistance programs, convenient and multiple payment options, new website features, and virtual hold technology that offers callers the option of keeping their place in line and receiving a call back from a NorthWestern representative in lieu of remaining on hold.

This insert is dedicated to explaining the features of your NorthWestern Energy bill.

1 This is your utility account name, account number, account description (if known – might be blank), and bill date.

2 This is your service address for this account.

3 The date payment is expected to be paid.

NorthWestern Energy 401 S Broadway St., Butte, MT 59701-8994
www.northwesternenergy.com
Customer Service: 1-800-245-6977

CUSTOMER: JOHN RESIDENTIAL NEE
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION: HOME ACCOUNT
BILLING DATE: 12/11/2012

Service Address: 101 N MAIN ST KEARNEY NE 68847

Your Natural Gas Usage (Therms)

Month	2011	2012	2012
Days of Service	32	31	31
Therms Used	104	47	77
Cost per Therm	\$0.71	\$1.58	\$0.93
Avg. Therm per day	3.3	1.5	2.5
Avg. cost per day	\$2.30	\$2.40	\$2.27
Avg. daily temp (F)	45	39	40

Category	Amount	Balance	Total
Previous Balance	\$	43.36	
Payments Received	12/11/2012	(43.36)	
Current Charges			70.43
Taxes			7.82
Total Amount Due			\$ 78.25

Category	Amount	Balance	Total
Total Current Charges	\$ 70.43		70.43
UTILITY SERVICE			TOTAL
Natural Gas Service	\$ 70.43	\$	70.43

BUDGET BILLING INFORMATION
BUDGET BILLING—PAY THE SAME AMOUNT EACH MONTH
If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$85.00.

IMPORTANT ACCOUNT INFORMATION

MESSAGE BOARD
Questions about your bill or service? Call the NorthWestern Energy Customer Contact Center TOLL FREE at 1-800-245-6977 (Monday through Friday, 7 a.m.-6 p.m. Central Time) or visit us at: www.northwesternenergy.com.

Please return this portion of your bill with your payment.

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-9	12/31/2012	\$70.25	

A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

JOHN RESIDENTIAL NEBRASKA
101 N MAIN ST
KEARNEY NE 68847-3635

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001

0000 00000000 12345678 0000007025

4 The amount you are expected to pay by due date.

5 Graphs demonstrating your energy usage (kWh or Therms) for a 13 month period.

6 This section of the bill provides you with comparison information allowing you to compare your days of service, energy usage, costs, and average daily temperatures with the same period last year and the prior month.

7 This section is a snapshot of your account since your last bill. It includes the balance from your previous bill, payments, current charges, miscellaneous services, or adjustments processed on your account as well as your total amount taxed for the month.

8 This section summarizes the current charges associated with your electric and/or gas service.

9 For customers not currently participating in our budget billing program, we will provide you with an approximate budget billing amount if you were to sign up for the program. For those customers on our budget billing program, a summary of your actual accounts receivable information is provided.

10 This section contains important information related to your account or service.

11 This message section will provide you with helpful energy saving tips and rate change information.

12 This is the portion of the bill you detach and return with your bill payment.

- 1 Contact information for NorthWestern Energy.
- 2 This is the start and end date of your current meter reading.
- 3 The total number of days included in the current meter reading.
- 4 The meter reading obtained on the starting or "from" date and the meter reading obtained on the end or "to" date.
- 5 Identifies if current read obtained was an actual read or an estimated read.
- 6 The number that, when multiplied by the metered usage, determines the actual energy (kWh, Demand, or Therms) used.
- 7 The total amount of electricity or natural gas used during the period.
- 8 A measurement taken by a demand meter every 15 minutes to calculate the amount of energy a customer requires of the system. Most residential customers do not have demand meters.
- 9 The identification number of the meter located at your service address.
- 10 The code and description to identify the rate at which your service is billed.

- 11 A summary of charges associated with delivery charges. Delivery charges are those items related to the operation of NorthWestern Energy's system to deliver the energy to the customer along with other miscellaneous charges including competitive transition and public purpose programs. These charges are subject to regulation by state utility commissions and, where appropriate, the Federal Energy Regulatory Commission.
- 12 Phone numbers for paying your bill.
- 13 Contact information for the applicable utility commission.
- 14 This section provides the detail rate information for charges in the Delivery Service section of the bill. The rates presented are the most current rates in effect.
- 15 This section provides the detail rate information for charges in the Supply section of the bill. The rates presented are the most current rates in effect.
- 16 Information explaining how your payments are processed.
- 17 This section contains a summary of the state and local taxes you must pay based on your usage.

NorthWestern Energy
 Service Address: JOHN RESIDENTIAL NEBRASKA
 101 N MAIN ST KEARNEY NE 68417
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Customer Service: (M-F 7 am - 6 pm)
 and Emergencies 24 hours a day
 1-877-361-4927
 1-800-218-4959

UTILITY SERVICES

NATURAL GAS SERVICE		1	2	3	4	5	6	7	8
From	To	Days	Previous	Current	Read	Meter	Conversion	Average	Billed
11/05/12	12/06/12	31	2632	2713	Actual	81	0.970808	1.038484	77

Rate: 91 - Residential Gas

HOUSE METER

Item	Amount	Unit	Rate
Customer Charge	8.00	\$	8.00
Energy Charge	77	\$	12.05
Purchase Gas Commodity	77	\$	49.53
City Approve Econ Dev Surcharge	77	\$	0.20
State Regulatory Assessment		\$	0.85
Natural Gas Service Total		\$	70.63

TAXES

Item	Amount	Unit	Rate
Occupation - Kearney	2.50	\$	2.50
Kearney City Sales Tax	1.50	\$	1.10
Nebraska State Sales Tax	5.50	\$	4.02
TOTAL TAXES		\$	7.82

Current Rates Effective: 11/1/2012

GAS SERVICE RATES

Item	Amount	Unit	Rate
Service Charge	8.00	\$	8.00
Delivery Chg - 30 @	0.252830	\$	0.252830
Delivery @	0.005130	\$	0.005130
Purch Gas Commodity	0.642380	\$	0.642380
City Econ Dev Chg	0.002540	\$	0.002540
State Reg Assessment	0.650000	\$	0.650000

Rate definitions and how to calculate your bill may be found on our website: www.northwesternenergy.com

When you provide a check as payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

New Website

We encourage you to check out the new look and feel of www.NorthWesternEnergy.com! A new design has been developed, which aims to improve your experience by making it easier to navigate the site and to find relevant information.

Your feedback is important to us. Please send us your comments about the new site.

As we continue to roll out new features and functionality, and the site continues to evolve, we hope that NorthWestern Energy online will become a destination that you will visit often.

Understanding Your Bill

Rate codes, energy adjustments, days of service – with all the abbreviations, industry jargon and tiny print, it's no wonder that most utility customers only look at the amount due when their bill comes in the mail.

Knowing some common terminology will help you understand how your bill adds up. Here are some explanations to commonly used terms:

- **Therm:** unit of measurement used to determine how much gas you used for a month. Your gas meter measures in cubic feet. We use a multiplier to convert cubic feet into therms. The multiplier varies depending on the altitude of where you live as well as the heat content of the gas that we provide.
- **kW:** kilowatt, which equals 1,000 watts of electricity.
- **kWh:** kilowatt-hour, unit of measurement used to determine how much electricity you used for a month.
- **Avg. daily temp (°F):** this is each day's average temperature for the billing cycle divided by the days of service. The lower the average temperature for a month, the more usage will be required to heat your home or business.
- **Days of Service:** The number of days in the billing period. Number of days may fluctuate between months. In winter months, a few days more or less in your billing period will affect your bill.

Contact...

MONTANA

Customer Contact Center (888) 467-2669
 7 a.m. - 6 p.m. M-F
 Emergency 24/7 Service
 Call Before You Dig 811
 Energy Efficiency (800) 823-5995

NEBRASKA

Customer Contact Center (800) 245-6977
 7 a.m. - 6 p.m. M-F
 Emergency 24/7 Service
 Call Before You Dig 811

SOUTH DAKOTA

Customer Contact Center (800) 245-6977
 7 a.m. - 6 p.m. M-F
 Emergency 24/7 Service
 Call Before You Dig 811

PAYMENT

Automated Phone
 Payment Option: (800) 218-4959
 (via checking, savings, or money market account)
 SpeedPay Automated
 Phone Payment Option: (877) 361-4927
 (via credit card account)

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