

# ENERGY

## CONNECTIONS

**NorthWestern**  
Energy

SOUTH DAKOTA | 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

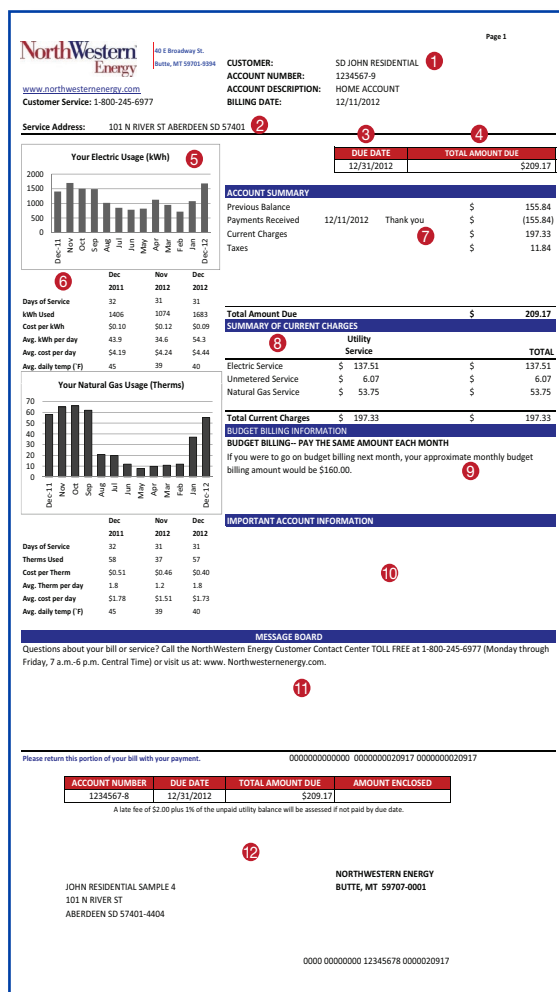
The new bill format joins a list of enhanced customer service steps already in place at NorthWestern Energy, including extended call center hours and days of operation, updated Interactive Voice Response (IVR) system, customer assistance programs, convenient and multiple payment options, new website 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.



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** 1234567-8  
 JOHN RESIDENTIAL SAMPLE 4  
 201 N. RIVER ABBOTSDEN ST. RAPID CITY, SD 57701

Service Address: 201 N. RIVER ABBOTSDEN ST. RAPID CITY, SD 57701

Customer Service: (M-F 7 am - 6 pm) and Emergencies 24 hours a day  
 1-800-218-4959

**UTILITY SERVICES**

Read Dates	Read	Meter	Demand
From	To	Code	Read
11/05/12	12/06/12	34767	1683
11/05/12	12/06/12	34767	1683

Customer Charge: \$5.00  
 Energy Charge: \$90.15  
 Electric Fuel Purchase Power: \$93.18  
**Electric Services Total: \$188.33**

**UNMETERED SERVICES**

Read Dates	Read	Meter	Demand
From	To	Code	Read
11/12/12	12/11/12	29	1
11/12/12	12/11/12	29	1

Lighting 175 MV Unmetered: \$3.73  
 Electric Fuel Purchase Power: \$93  
**Electric Unmetered Services Total: \$6.07**

**NATURAL GAS SERVICES**

Read Dates	Read	Meter	Demand
From	To	Code	Read
11/05/12	12/06/12	31	3207
11/05/12	12/06/12	31	3207

Customer Charge: \$8.00  
 Energy Charge: \$16.42  
 Purchase Gas Commodity: \$57  
**Natural Gas Services Total: \$81.00**

**TOTAL UTILITY SERVICES: \$197.33**

**TAXES**

Tax	Rate	Amount
South Dakota State Sales Tax	4.00%	\$7.89
Adelphi City Sales Tax	2.00%	\$3.94
<b>TOTAL TAXES</b>		<b>\$11.84</b>

## New Website

We encourage you to check out the new look and feel of [www.NorthWesternEnergy.com](http://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)

**CONNECT WITH US** Follow or like us on your favorite social network to stay up-to-date on the latest company happenings.

