

# How to Read Your NorthWestern Energy Bill

Utility bills can be complicated - with all the abbreviations, industry jargon, regulatory requirements and tiny print - it's no wonder that most customers only look at the amount due each month. But the more you know about your energy use, the better you'll be able to manage it. This fact sheet provides details on the separate pieces that make up your bill and information about how we manage costs.

If you have questions or concerns about your bill, reach out to us.

☎ (800) 245-6977 weekdays from 7 a.m. - 6 p.m. 🌐 NorthWesternEnergy.com

- 1 The account holder's name, account number, account description (if applicable) and bill date.
- 2 The service address for this account.
- 3 The date payment must be received, so it is not considered past due. If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
- 4 The total amount due reflects all current and outstanding charges.
- 5 A 13-month graph representing the service provided.
- 6 Compare your days of service, energy usage, average per-day costs and daily temperatures during the same period last year, the prior month and the current month.
- 7 A snapshot of your account since your last bill. It includes the balance from any previous bills, payments, current charges and any other adjustments processed on your account, as well as your total amount due for the month. Payments received after the billing date are not included.
- 8 A summary of current charges associated with your service, not including taxes. (See reverse side for details).

**13 E Park St | Bute, MT 59703-1711 | NorthWesternEnergy.com**  
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CUSTOMER: JOHN SMITH  
ACCOUNT NUMBER: 1234567-9  
ACCOUNT DESCRIPTION:  
BILLING DATE: September 30, 2018

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401

Bank Draft Scheduled on September 30, 2018

| DUE DATE           | TOTAL AMOUNT DUE |
|--------------------|------------------|
| September 30, 2018 | \$ 158.32        |

**ACCOUNT SUMMARY**

|                                      |             |
|--------------------------------------|-------------|
| Previous Balance                     | \$ 227.44   |
| Payments Received 9/2/2018 Thank you | \$ (227.44) |
| Current Charges                      | \$ 148.66   |
| Tax                                  | \$ 9.66     |

**TOTAL AMOUNT DUE** \$ 158.32

**SUMMARY OF CURRENT CHARGES**

| Utility Service              | TOTAL            |
|------------------------------|------------------|
| Electric Service             | \$ 70.14         |
| Natural Gas Service          | \$ 78.52         |
| <b>Total Current Charges</b> | <b>\$ 148.66</b> |

**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 \$163.00. Your account must be current and in good standing to qualify for budget billing.

**IMPORTANT ACCOUNT INFORMATION**  
\$158.32 will be deducted from your bank account on March 30, 2017.

**MESSAGE BOARD**  
For questions about your bill or service, call NorthWestern Energy at 800-245-6977 (Monday through Friday, 7 a.m to 6 p.m.) For information or to make payment, visit us at northwesternenergy.com.

Please return this portion of your bill with your payment. 00000000000000 0000000015832 0000000015832

| ACCOUNT NUMBER | DUE DATE           | TOTAL AMOUNT DUE | AMOUNT ENCLOSED |
|----------------|--------------------|------------------|-----------------|
| 1234567-9      | September 30, 2018 | \$ 158.32        |                 |

Bank Draft Scheduled on September 30, 2018

#BWNKIDL #ARTP PVSP XB 17655

JOHN SMITH  
123 MAIN ST  
ABERDEEN SD 57401-7033

NORTHWESTERN ENERGY  
BUTE, MT 59703-0001

0000 00000000 12345678 0000015832

- 9 For customers enrolled in budget billing, a summary of your actual account information is provided. For customers not currently participating in the budget billing program, we will provide an approximate budget billing amount for eligible accounts if you were to sign up for the program.
- 10 Important information related to your account or service.
- 11 The message board provides important information about rates and how to contact NorthWestern Energy.
- 12 Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. Your account number, due date, total amount due and payment mailing address are already provided. Please make sure the NorthWestern Energy address shows through the return envelope window and don't forget to allow 3-5 days for your payment to mail and process. You can also pay electronically through My Energy Account at NorthWesternEnergy.com

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13 Our toll-free number and hours of operation.

14 Phone number for paying your bill.

15 Contact information for the state utility commission.

16 The start and end dates of your current meter reading.

17 The number of days in the bill cycle, which may fluctuate between billing cycles.

18 The previous and current month's meter readings.

19 The Read Code indicates if the meter read was actual or estimated. If estimated we calculate your bill based on the past usage at the address. Any adjustments will occur with the next actual meter reading.

20 The number that, when multiplied with the meter reading, determines the actual energy used.

21 Billed kWh is the energy used in kilowatt-hours (kWh). This is calculated by subtracting your previous month meter read from your current month meter read and multiplying the difference by the Meter Multiplier.

22 Demand Read and Demand Usage are additional reads and usage included on certain types of meters to measure efficiency. Demand represents the highest usage of energy in any 15-minute period during a monthly billing cycle. Demand is measured in kilowatts (kW). High demand is typically associated with equipment start-up. By spreading equipment start-ups over a more extended period, you may be able to lower demand and reduce your demand charges.

23 The identification number of the meter located at this service.

**NorthWestern Energy**  
Delivering a Bright Future

Account Number: 1234567-8  
Customer Name: JOHN SMITH  
Service Address: 123 MAIN, ABERDEEN SD 57401

NorthWestern Energy: 1-800-245-6297  
Customer Service: (M-F 7 am - 6 pm) and Emergencies 24 hours a day

PAY BY PHONE OPTIONS:  
Credit/Debit or ATM Card: 1-377-361-4927  
Checking, Savings, or Money Market: 1-800-218-4959

Customers with unresolved questions or concerns may contact the consumer affairs division of South Dakota Public Utilities Commission at 1-800-332-1782 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 8/2/2018

**ELECTRIC SERVICES**

| Read Dates | kWh Meter Readings |      | Read Code | Meter Mult | Demand Read | Demand Usage |
|------------|--------------------|------|-----------|------------|-------------|--------------|
| From       | To                 | Days | Previous  | Current    |             |              |
| 08/02/18   | 08/31/18           | 29   | 13885.00  | 14418.00   | 1           | 533          |

Meter Number: 1012534  
HOUSE METER

|                                |       |    |              |
|--------------------------------|-------|----|--------------|
| Customer Charge                |       | \$ | 6.00         |
| Energy Charge                  | 533.0 | \$ | 56.09        |
| Elec Fuel Purchase Power       | 533.0 | \$ | 8.09         |
| <b>Electric Services Total</b> |       | \$ | <b>70.18</b> |

**GAS SERVICES**

| Read Dates | Meter Readings |      | Read Code | Meter Volume | Conversion Pressure | Average BTU Factor | Billed Therms |
|------------|----------------|------|-----------|--------------|---------------------|--------------------|---------------|
| From       | To             | Days | Previous  | Current      |                     |                    |               |
| 08/02/18   | 08/31/18       | 29   | 1499.00   | 1635.00      | Actual              | 136                | 0.9708078     |

Meter Number: 2012354  
HOUSE METER

|                                   |        |    |              |
|-----------------------------------|--------|----|--------------|
| Customer Charge                   |        | \$ | 8.00         |
| Energy Charge                     | 138.00 | \$ | 30.02        |
| Purchase Gas Commodity            | 138.00 | \$ | 54.33        |
| Manufactured Gas Plant Refund     | 138.00 | \$ | (3.78)       |
| <b>Natural Gas Services Total</b> |        | \$ | <b>88.57</b> |
| <b>TOTAL UTILITY SERVICES</b>     |        | \$ | <b>88.57</b> |

**TAXES**

|                           |  |    |             |
|---------------------------|--|----|-------------|
| CITY SALES TAX - ABERDEEN |  | \$ | 2.97        |
| STATE TAX - SOUTH DAKOTA  |  | \$ | 6.69        |
| <b>TOTAL TAXES</b>        |  | \$ | <b>9.66</b> |

When you provide a check as a 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.

24 The rate number and description of your rate for billing purposes.

25 A summary of your monthly usage multiplied by the rates associated with the delivery of energy with the exception of taxes, as listed on the left hand column of the page. Energy delivery charges can be thought of as cost to use the highways (pipes and wires) that deliver the energy from the generation source to the user. These charges are subject to regulation by the State Utility Commissions and, where appropriate, the Federal Regulatory Commission. The Electric Fuel Purchase Power is the market cost of the fuel used to generate the electricity used and the Purchase Gas Commodity is the market cost of the natural gas used during the billing period.

26 The amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).

27 Conversion Pressure is a factor used to convert CCF to therms for billing purposes.

28 Average BTU factor is the energy value of the gas used during the billing period. It is updated every month and is used to convert CCF to Therms for billing.

29 Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.

30 Displays the current rates and their effective date. Billing periods may include more than one effective rate.

31 This section contains a summary of the state and local taxes based on your usage.

### Understanding Your Bill

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

- Avg. Daily temp (F): the average daily temperature for the billing cycle.
- Therm: unit of measurement used to bill gas usage. 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 energy value of the gas used during the billing period. A therm of natural gas is equal to 100,000 BTU.
- kW-kilowatt: the measure of the rate at which electrical energy is used. Kilo means 1,000, so a kilowatt is equal to 1,000 watts. Similar to a speedometer on a car that measures how fast the car is traveling at a given point in time.
- kWh-kilowatt hour: the measure of the amount of electricity used over one hour. It would be similar to the odometer on a car that tells how many miles the car traveled in one hour. The kWh is measuring the usage over a specific time frame of one hour. For example, if a heater used 1,000 watts and ran for one hour, it would use 1 kWh for that hour.

