

# 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 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.

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

☎ (888) 467-2669 weekdays from 7 a.m. - 6 p.m. 🌐 [NorthWesternEnergy.com](http://NorthWesternEnergy.com)

**NorthWestern Energy**  
Delivering a Bright Future

Customer Service: 888-467-2669

Service Address: 123 MAIN ST, BUTTE MT 59703

11 E Park St | Butte, MT 59701-1711 | [NorthWesternEnergy.com](http://NorthWesternEnergy.com) Page 1

CUSTOMER: JOHN SMITH  
ACCOUNT NUMBER: 1234567-9  
ACCOUNT DESCRIPTION:  
BILLING DATE: February 10, 2024

Bank Draft Scheduled on February 26, 2024

**1** DATE: February 24  
**2** TOTAL: \$ 162.08  
**3** INT DUE: \$ 162.08

**4** ACCOUNT SUMMARY

Previous Balance	\$	112.73
Payments Received January 22, 2024 Thank you	\$	(112.73)
Current Charges	\$	112.08
Adjustments/Deposits/Transfers/Refunds	\$	50.00

**5** SUMMARY OF CURRENT CHARGES

Total Amount Due	\$	162.08
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**6** Delivery Service  
**7** Supply Service

Electric Service	\$	22.23	\$	30.50	\$	52.73
Natural Gas Service	\$	27.48	\$	19.94	\$	47.42
State & Local Taxes	\$	10.44	\$	1.49	\$	11.93
Total Current Charges	\$	60.15	\$	51.93	\$	112.08

**8** BUDGET BILLING - PAY THE SAME AMOUNT EACH MONTH

**9** IMPORTANT ACCOUNT INFORMATION

**10** MESSAGE BOARD

**11** The electric rate includes an Exchange Credit which reflects Federal Columbia River benefits supplied by Bonneville Power Administration.

**12** Effective 2/1/2024, the gas supply rates have increased from the previous month as a result of the supply tracker.

For questions about your bill or service, call NorthWestern Energy at 888-467-2669 (Monday through Friday, 7 a.m. to 6 p.m.). For information or to make a payment, visit us at [www.northwesternenergy.com](http://www.northwesternenergy.com).

Please return this portion of your bill with your payment.

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-9	February 26, 2024	\$ 162.08	

Bank Draft Scheduled on February 26, 2024

NORTHWESTERN ENERGY  
BUTTE, MT 59701-0001

ARWANKCJL \*ALUTOMSCH S-DIBIT 58701  
READY TO CALL US # 1-877-956  
JOHN SMITH  
123 MAIN ST  
BUTTE MT 59701-1111

0000 00000000 12345678 0000016208

**1.** 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.”

**2.** The total amount due reflects all current and outstanding charges.

**3.** Use these graphs to see and compare the energy you’ve used over the past 13 months.

**4.** 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.

Note that payments and bill credits are shown inside parentheses, for example (130.00).

Miscellaneous Services listed here can include connect fees, reconnect fees and deposits.

**5.** 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.

**6.** Delivery Service is the cost of the wires, poles, substations, compressor stations and pipelines that deliver natural gas and electricity to your home. We invest heavily in our electric grid and natural gas system. Without that investment, we would not be able to consistently deliver reliable energy. Delivery services 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.

**7.** Supply Service is the charge for the amount of electricity or natural gas you use. The supply may come from a variety of sources, some owned by NorthWestern Energy and others owned by third-party suppliers.

Supply Service is a flow-through cost, meaning our cost is passed on directly to our customers. There is no mark-up, and NorthWestern Energy does not make profit from these costs.

**8.** 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.

**9.** The message board provides important information about rates and how to contact NorthWestern Energy.

**10.** Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. 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](http://NorthWesternEnergy.com).

**11.** Important information related to your account or service (AutoPay, Net metering information, etc.)

**12.** If you are signed up for Auto Pay, you will see your bank draft date here. Learn more at [NorthWesternEnergy.com/AutoPay](http://NorthWesternEnergy.com/AutoPay)

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NorthWestern Energy: 888-467-2169  
Customer Service phone: M-F 7 am - 6 pm and Emergencies 24 hours a day

**PAY BY PHONE OPTIONS:**  
Checking, Savings, Credit or Debit Card:  
English: 833-970-2262  
Spanish: 833-970-2263

Customers with unanswered questions or concerns may contact the Public Service Commission at 1-800-646-6150 or write the PSC at PO Box 202601, Helena, MT 59620-2601.

Current Rates Effective 2/1/2024

**ELECTRIC DELIVERY**

Read Dates			kWh Meter Readings		Read	Meter	Demand	Demand
From	To	Days	Previous	Current	Code	Mult	Read	Usage
01/04/24	02/05/24	32	3911	4317	Actual	1	406	

Meter Number: 2000012345 Rate: E010 - Residential Electric

Res. Service Charge	\$	4.20
Delivery Charges	\$	18.03
<b>Electric Delivery Total</b>	\$	<b>22.23</b>

**NATURAL GAS DELIVERY**

Read Dates			Meter Readings		Read	Meter	Conversion	Average	Billed
From	To	Days	Previous	Current	Code	Volume	Pressure	BTU Factor	Therms
01/04/24	02/05/24	32	36	107	Actual	71	0.8483221	1.056246	64.0

Meter Number: GA123498 Rate: G010-Residential Natural Gas

Res. Service Charge	\$	6.50
Delivery Charges	\$	20.98
<b>Gas Delivery Total</b>	\$	<b>27.48</b>

**NATURAL GAS DELIVERY RATES**

Service Charge	\$	6.50
GTAC Res. Trans Delivery	\$	10.0023247
Res. Distribution Delivery	\$	0.1382478
GTAC Res. Distrib Delivery	\$	0.0000278
Res. USBC	\$	0.0069788
Res. Storage	\$	0.0213504
Res. Transmission Delivery	\$	0.1636242
Res. Gas Tax-Delivery	\$	0.0884581

**STATE AND LOCAL TAXES-DELIVERY**

Res. Electric Tax-Delivery	\$	4.78
Res. Gas Tax-Delivery	\$	5.66
<b>State and Local Tax-Delivery Total</b>	\$	<b>10.44</b>
<b>TOTAL DELIVERY SERVICES</b>	\$	<b>60.15</b>

**SUPPLY SERVICES**

**ELECTRIC SUPPLY**

Electric Supply	\$	30.50
<b>Electric Supply Total</b>	\$	<b>30.50</b>

**NATURAL GAS SUPPLY**

Natural Gas Supply	\$	19.94
<b>Natural Gas Supply Total</b>	\$	<b>19.94</b>

**STATE AND LOCAL TAXES-SUPPLY**

Res. Electric Tax-Supply	\$	1.35
Res. Gas Tax-Supply	\$	0.14
<b>State and Local Tax-Supply Total</b>	\$	<b>1.49</b>
<b>TOTAL SUPPLY SERVICES</b>	\$	<b>51.93</b>

**ELECTRIC SUPPLY RATES**

Res. Deferred Supply	\$	0.0016580
Res. Supply	\$	0.0734570
Res. Electric Tax-Supply	\$	0.0033300

**NATURAL GAS SUPPLY RATES**

Res. Deferred Supply	\$	-
Res. Supply	\$	0.3115676
Res. Gas Tax-Supply	\$	0.0021175

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 process the payment as a check transaction.



13. The start and end dates of your current meter reading.
14. The number of days in the bill cycle, which may fluctuate between billing cycles.
15. The previous and current month's meter readings.
16. 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.
17. The number that, when multiplied with the meter reading, determines the actual energy used.
18. 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.
19. 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.
20. Service Charge covers a portion of the costs needed to get customers set up to receive service such as the costs of our customer care system, including our contact center, walk-in offices, online bill pay, website and other services we offer to customers.

21. Meter volume is the amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).
22. Conversion Pressure is a factor used to convert CCF to therms for billing purposes.
23. 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.
24. Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.
25. This section contains a summary of the state and local taxes based on your usage. Taxes are a flow-through cost that NorthWestern Energy does not control. NorthWestern Energy pays property taxes to the state of Montana, those taxes are passed on to our customers, so we are collecting taxes on behalf of the state for the services needed by Montanans.
26. Display the current rates and their effective date. Billing periods may include more than one effective rate.

**Bill terminology**

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 or 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 or 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.