

Assistance available to help pay your energy bill

NorthWestern Energy customers have access to many programs and resources to get help in paying your bill. Call our Customer Contact Center at (800) 245-6977 if you or someone you know is having difficulty paying their energy bill.

- Low Income Energy Assistance Program (LIEAP):
 - South Dakota: LIEAP provides financial assistance to low-income South Dakota customers to help pay their eligible home heating bills during the period of Oct. 1 through May 15. To learn if you qualify and to apply, contact the South Dakota Department of Social Services, Office of Energy Assistance at (800) 233-8503 or visit dss.sd.gov/economicassistance/energyassistance/.
 - Nebraska: The LIHEAP Program provides heating assistance, cooling assistance, year round crisis assistance, emergency furnace repair and replacement, fan program and weatherization services for eligible Nebraska citizens/households. To learn more, call (800) 383-4278 or visit dhhs.ne.gov/Pages/Energy-Assistance.aspx.
- Weatherization Assistance Program:
 - South Dakota: The Weatherization Assistance Program helps low-income households by making their homes more energy efficient. The local community action agency performs an energy evaluation of your home to determine the need. Priority is given to households with elderly and individuals with handicaps and to families with small children. To learn if you qualify and to apply, visit dss.sd.gov/economicassistance/energyassistance/

or contact the local community action program in your area.

- Nebraska: In Nebraska, weatherization services are provided through the LIHEAP program. To learn more, call (800) 383-4278 or visit dhhs.ne.gov/Pages/Energy-Assistance.aspx.
- The South Dakota Energy Crisis Intervention Program (ECIP) – A household that has not received LIEAP assistance during the heating season may qualify for ECIP assistance. Households must be income-eligible and in a crisis, such as having a shutoff or disconnection notice, or have an eviction notice for nonpayment if heat is included in the rent. To learn if you qualify and to apply, contact the South Dakota Department of Social Services, Office of Energy Assistance at (800) 233-8503.
- Budget Billing – Budget Billing takes the guess work out of your energy bill. With NorthWestern Energy’s Budget Billing program, you pay the same amount each month, based on your past 12 months of energy use. Learn more at NorthWesternEnergy.com/BudgetBilling or call (800) 245-6977.
- Payment arrangements – We understand circumstances sometimes make it difficult to keep up with your bills. If you’re having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection. Log in to My Energy Account for payment and billing program information, or call our Customer Service Team at (800) 245-6977 to discuss additional options.

SOUTH DAKOTA LOCAL COMMUNITY ACTION PROGRAMS	
Inter-Lakes Community Action 111 Van Eps Ave N, Madison, SD Phone: (605) 256-6518 (800) 896-4105 www.interlakescap.com	Counties Served: Brookings, Clark, Codington, Deuel, Grant, Hamlin, Kingsbury, Lake, McCook, Miner, Minnehaha, Moody.
Rural Office of Community Services Business Office: 106 West Ave SW, Wagner, SD Yankton Outreach Office: 920 Broadway Ave. Mitchell Outreach Office: 1307 N. Main St. Phone: (605) 384-3883 (800) 793 3290 www.rocsinc.org	Counties Served: Aurora, Bon Homme, Brule, Buffalo, Charles Mix, Clay, Davison, Douglas, Gregory, Hanson, Hutchinson, Jerauld, Jones, Lincoln, Lyman, Mellette, Sanborn, Todd, Tripp, Turner, Yankton, Union.
Grow South Dakota 104 Ash St. E., Sisseton, SD Phone: (605) 698-7654 www.growsd.org	Counties Served: Beadle, Brown, Campbell, Day, Edmunds, Faulk, Hand, Hughes, Hyde, McPherson, Marshall, Potter, Roberts, Spink, Stanley, Sully, Walworth



Upgrading South Dakota’s streetlights

We’re replacing 17,000 NorthWestern Energy-owned streetlights and yard lights in South Dakota with LED lights.

Crews began replacing yard lights around the state in 2022 and transitioned to street lights in 2023. The project is expected to be complete in 2025.

What are the benefits of LED streetlights?

- **Less energy** - LEDs use 50% less electricity than traditional high-pressure sodium (HPS) lights.
- **Reduced Light Pollution** - NorthWestern is offering a full range of dark-sky-friendly LED options. With LEDs, the light can be better directed to where it is needed – on the street and adjacent sidewalks.
- **Improved visibility** - Old HPS lighting produces an orange-yellow light that does not render colors well. LEDs, on the other hand, output a fuller light spectrum that renders colors accurately.
- **Lower operation costs** - LEDs require less energy and need to be replaced less often than HPS streetlights.
- **Improved safety and security** - The new lights provide increased safety at night through greater visibility and fewer streetlight outages.

South Dakota advanced meter upgrade

Approximately 95,500 new electric meters and gas modules were replaced in South Dakota between 2018 and 2020. These upgraded meters allow us to detect problems in our electrical system before they cause a power outage.

For example, in Wecota, South Dakota, several electric meters reported low voltage. The alerts popped up across a wide area, in and outside of town. Left unchecked, these incidents of low voltage could have turned into a widespread outage. However, we were able to map where these alerts were occurring and realized they were all downstream of a voltage regulator bank. We replaced the failed voltage regulator, and voltage levels returned to normal.

All of this was done without any interruption to our customers. It’s unlikely any of our customers noticed any kind of a problem, nor did they know work was going on behind the scenes to keep their lights on.

We’re working now to develop future programs that will allow our customers to track their energy use on an hourly basis. The information obtained can help customers better understand how they use energy and help them make informed decisions as a customer.

Nebraska advanced meter upgrade

In Nebraska, where we only provide natural gas service, we installed erts on all our gas meters. Our Nebraska meters are currently being read by a meter-reading truck that is able to collect data from the meters as it drives past them. We’re working now to deploy future solutions to make this a fully automated process.

Learn more about our AMI program here: https://www.youtube.com/watch?v=zu_isr_YcaM