



# ENERGY PRICES ARE RISING. WE'RE HERE TO HELP!

We know many Americans are facing challenging times, and no one wants to see rising electric and natural gas bills. We are committed to providing safe, reliable service to meet our Montana customers' needs at the lowest rates possible.

On Nov. 1, NorthWestern Energy implemented new Montana electric and natural gas rates, approved Oct. 25, by the Montana Public Service Commission. The Commission conducted a 14-month evaluation of our application for a regulatory rate review, which included public input and a public hearing.

The new rates are the result of the Montana Public Service Commission's approval of a constructive settlement that balances what's needed to maintain a financially sound energy company capable of making the substantial investments needed for reliable energy service and affordability for our customers.

We understand rising prices are a hardship. We know our customer are facing other cost increases too. We're here to help customers struggling with their bills. The back of this flyer provides more information about the regulatory rate review and available assistance. For more information, call our customer contact center at 888-467-2669 or visit our website at [NorthWesternEnergy.com/RateReview](http://NorthWesternEnergy.com/RateReview).



# Q & A

## **Q. How much will residential customer bills increase?**

**A.** A typical NorthWestern Energy electric residential customer using 750 kWh will see a monthly bill increase of **\$8.22**, or **7.85%**, from their last bill, assuming the same use of electricity. A typical NorthWestern Energy residential natural gas customer using 65 therms will see a monthly bill increase of **\$3.71**, or **6.62%**, from their last bill, assuming the same use of natural gas.

## **Q. When did the new rates go into effect?**

**A.** Nov. 1, 2023

## **Q. What if I have concerns about paying my bill?**

**A.** We understand rising prices are a hardship. We know our customers are facing other cost increases too. NorthWestern Energy is committed to helping customers who may be struggling with their bills.

Get help with your bill, energy efficiency tips to lower future energy bills and explore payment options at [NorthWesternEnergy.com](http://NorthWesternEnergy.com). Customer Service Representatives are available to guide customers that might need help. Call 888-467-2669. Walk-in Customer Contact Centers are open weekdays in locations throughout Montana.

## **Q. Why did NorthWestern Energy seek a regulatory rate review in Montana?**

**A.** NorthWestern Energy has invested more than \$1 billion in our Montana energy system to meet our customers' needs and expectations since the previous regulatory rate reviews.

Our request was made to have rates reflect that investment and ensure our customers will continue to be served by a financially sound company that is capable of efficiently funding the significant capital expenditures needed to maintain, expand and

modernize our critical energy infrastructure.

## **Q. How was the settlement reached for this regulatory rate review?**

**A.** The Montana Public Service Commission approved the settlement agreement after conducting a 14-month evaluation of our application for a regulatory rate review, which included public input and a six day public hearing.

NorthWestern Energy submitted a settlement agreement to the Montana Public Service Commission that was reached in our Montana electric and natural gas regulatory rate review with the Montana Consumer Counsel, the Montana Large Customer Group, the Federal Executive Agencies and Walmart. These stakeholders represent Montana residential and business customers.