



# NORTHWESTERN ENERGY: WE WANT YOU TO HAVE THE FACTS

We're committed to keeping you informed about your energy rates and helping you understand what's happening.

In July 2024, NorthWestern Energy submitted a request to update our rates with the Montana Public Service Commission (PSC). A public hearing on this request concluded on June 18, 2025, and we expect the Montana PSC to make a final decision in fall 2025.

Until then, **temporary rates are currently in effect** for both natural gas and electricity. Specifically, for a typical residential customer:

- **Interim natural gas residential rates** — an increase of **\$4.35 per month (8.39%)** for 65 therms of usage, compared to July 2024 rates—have been in place since Jan. 1, 2025.
- **Proposed electric residential rates** — an increase of **\$4.63 per month (4.21%)** for 750 kilowatt-hours of usage, compared to July 2024 rates—are in place now.

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**Energy**  
*Delivering a Bright Future*

NorthWestern reached settlements in the rate review with key groups, including the Montana Consumer Counsel (which advocates on behalf of the interests of consumers before the Montana PSC), the Montana Large Customer Group, the Federal Executive Agencies, and Walmart Inc.

If the final approved rates are lower than the temporary rates, customers will receive a refund for the difference — with interest — on their bill.

It's important to understand that your bill includes two types of rates:

- **Delivery rate:** The cost to bring energy to your home or business (this is what's under review).
- **Supply rate:** The cost of the energy itself, which fluctuates based on market prices.

You can track your energy use and compare bills in My Energy Account, where you'll also find tips to manage your energy costs.

We're working hard to keep your energy service reliable and your bills as low as possible. Our electric service reliability is better than the industry average, and our rates remain below the national average. We manage costs and invest in sustainable energy systems to meet your needs today and into the future.

If you're having trouble paying your bill, please don't wait—reach out to us. We offer billing and payment options that can help.

Commercial, industrial, and other non-residential customers with questions about how the rate review proposals may affect their energy bills are encouraged to contact us at **888-467-2669**.

Want to learn more?

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