



Dear Valued Customer,

Providing safe and reliable energy service is our number one goal at NorthWestern Energy. We continually work to improve our system reliability and service to you, our customers.

Recently, we went through a major, multi-year, software transition and have updated our customer information system successfully to make our operations more efficient and effective. This new system improves our ability to help during a customer call and to provide additional online options when you opt for self-service. While we are still in the process of learning the nuances of the new system, we are making great strides.

Our customer service representatives are doing an excellent job learning the new system and are becoming more efficient daily. If you have had reason to call our Contact Centers in the past month or so, you likely experienced longer-than-normal wait times. While we will continue to experience some peaks over the coming weeks during times of high-call volumes, we are working hard to return to the levels of Contact Center performance you have come to expect from NorthWestern Energy. The new system, while it comes with a significant learning curve, is a great step for NorthWestern Energy. It will allow us to continue to improve the way we serve our customers. We have some exciting service-enhancing initiatives on the horizon and will update you as we make progress towards implementation.

Thank you for your patience and understanding as we continue to learn the new system. And, if you have not checked out our online customer service options, I invite you to take a look by going to **www.northwesternenergy.com**. We recently added some new self-service features and have plans to continue to upgrade and improve our online capabilities.

Sincerely,

Bobbi Schroepfel

Vice President - Customer Care, Communications and Human Resources