



ENERGY CONNECTIONS


AUGUST 2014 - SOUTH DAKOTA / NEBRASKA

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 that most customers only look at the amount that is due each month. But the more you know about your energy use, the better you’ll be able to help manage it. This fact sheet provides details on the separate pieces that make up your bill and information about ways we work to manage costs.

If you have questions or concerns about your bill, give us a call or send us an email. We can put you in touch with a representative who can explain your charges line by line, or help you determine if a better billing or payment option is available for your account.

1. This is your utility account name, account number, account description (if known – might be blank), and bill date.
2. This is your service address for this account.
3. The date payment is expected to be paid.
4. The amount you are expected to pay by due date.
5. Graphs demonstrating your energy usage (kWh or Therms) for a 13 month period.
6. This section of the bill provides you with comparison information allowing you to compare your days of service, energy usage, costs, and average daily temperatures with the same period last year and the prior month.
7. This section is a snapshot of your account since your last bill. It includes the balance from your previous bill, payments, current charges, miscellaneous services, or adjustments processed on your account as well as your total amount taxed for the month.
8. This section summarizes the current charges associated with your electric and/or gas service.



40 East Broadway St.
Butte, MT 59701-9394

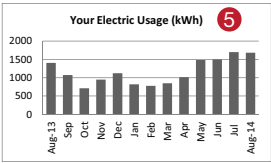
www.northwesternenergy.com
Customer Service: 1-800-245-6977

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CUSTOMER: JOHN RESIDENTIAL
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION: HOME ACCOUNT
BILLING DATE: August 12, 2014

Service Address: 101 N MAIN ST ABERDEEN SD 57401

Your Electric Usage (kWh)



	Aug 2013	Jul 2014	Aug 2014
Days of Service	32	31	31
kWh Used	1406	1699	1683
Avg. kWh per day	43.9	54.8	54.3
Avg. cost per day	\$4.19	\$4.24	\$5.31
Avg. daily temp (°F)	70	72	60

	DUE DATE	TOTAL AMOUNT DUE
	9/1/2014	\$ 261.43

ACCOUNT SUMMARY

Previous Balance		\$ 263.92
Payments Received	7/30/2014 Thank you	\$ (263.92)
Current Charges		\$ 246.64
Taxes		\$ 14.79
Total Amount Due		\$ 261.43

SUMMARY OF CURRENT CHARGES

	Utility Service	TOTAL
Electric Service	\$ 164.72	\$ 164.72
Natural Gas Service	\$ 81.92	\$ 81.92
Total Current Charges	\$ 246.64	\$ 246.64

BUDGET BILLING INFORMATION
BUDGET BILLING-- PAY THE SAME AMOUNT EACH MONTH
If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$160.00.

IMPORTANT ACCOUNT INFORMATION

MESSAGE BOARD
Efficiency Plus (E+) programs are coming this fall! The South Dakota Public Utility Commission has approved our plan to offer energy efficiency programs to customers for homes and businesses. Program costs are covered through the new "Energy Efficiency Program" line item on your bill. Watch for program details to come. Questions about your bill or service? Call the NorthWestern Energy Customer Contact Center TOLL FREE at 1-800-245-6977 (Monday through Friday, 7 a.m.-6 p.m. Central Time) or visit us at: www.northwesternenergy.com.

Please return this portion of your bill with your payment. 000000000000 000000026143 000000026143

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	9/1/2014	\$261.43	

A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

JOHN RESIDENTIAL
101 N MAIN ST
ABERDEEN SD 57401-4404

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001

0000 00000000 12345678 0000026143

9. For customers not currently participating in our budget billing program, we will provide you with an approximate budget billing amount if you were to sign up for the program. For those customers on our budget billing program, a summary of your actual accounts receivable information is provided.
10. This section contains important information related to your account or service.
11. This message section will provide you with helpful energy saving tips and rate change information.
12. This is the portion of the bill you detach and return with your bill payment.

(continued on back)

- Contact information for NorthWestern Energy.
- This is the start and end date of your current meter reading.
- The total number of days included in the current meter reading.
- The meter reading obtained on the starting or "from" date and the meter reading obtained on the end or "to" date.
- Identifies if current read obtained was an actual read or an estimated read.
- The number that, when multiplied by the metered usage, determines the actual energy (kWh, Demand, or Therms) used.
- The total amount of electricity or natural gas used during the period.
- A measurement taken by a demand meter every 15 minutes to calculate the amount of energy a customer requires of the system. Most residential customers do not have demand meters.
- The identification number of the meter located at your service address.
- The code and description to identify the rate at which your service is billed.
- A summary of charges associated with delivery charges. Delivery charges are those items related to the operation of NorthWestern Energy's system to deliver the energy to the customer along with other miscellaneous charges including competitive transition and public purpose programs. These charges are subject to regulation by state utility commissions and, where appropriate, the Federal Energy Regulatory Commission.
- Phone numbers for paying your bill.
- Contact information for the applicable utility commission.
- This section provides the detail rate information for charges in the Delivery Service section of the bill. The rates presented are the most current rates in effect.
- Efficiency Plus (E+) programs are coming this fall! The South Dakota Public Utility Commission has approved our plan to offer energy efficiency programs to customers in South Dakota. This line item shows the amount on your bill that goes toward program costs.*
- This section provides the detail rate information for charges in the supply section of the bill. The rates presented are the most current rates in effect.
- Information explaining how your payments are processed.
- This section contains a summary of the state and local taxes you must pay based on your usage.

(*not applicable in Nebraska)

Understanding Your Bill

Rate codes, energy adjustments, days of service – with all the abbreviations, industry jargon and tiny print, it's no wonder that most utility customers only look at the amount due when their bill comes in the mail.

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):** this is each day's average temperature for the billing cycle divided by the days of service. The lower the average temperature for a month, the more usage will be required to heat your home or business.
- Days of Service:** The number of days in the billing period. Number of days may fluctuate between months. In winter months, a few days more or less in your billing period will affect your bill.
- Therm:** unit of measurement used to determine how much gas you used for a month. 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 heat content of the gas that we provide.
- kW:** kilowatt, which equals 1,000 watts of electricity.
- kWh:** kilowatt-hour, unit of measurement used to determine how much electricity you used for a month.

About Efficiency Plus (E+)

We created the Efficiency Plus (E+) brand to identify tools and information for our customers to better manage their overall energy costs and, where applicable, obtain rebates or incentives to help offset the purchase and installation of qualifying measures. Because we are a regulated utility, E+ offerings vary depending upon which state you live in and what type of customer you are. Please visit NorthWesternEnergy.com/Eplus to explore the resources NorthWestern Energy offers for you to be energy efficient.

(*rebates and incentives not applicable in Nebraska)

NorthWestern Energy
1234567-8
JOHN RESIDENTIAL
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Service Address: 101 N MAIN ABERDEEN SD 57401

UTILITY SERVICES

Read Dates		kWh Meter Readings		Read	Meter	Billed kWh	Demand	Demand	
From	To	Previous	Current	Code	Mult		Read	Usage	
7/10/2014	8/10/2014	31	3938.00	4027.00	Actual	89.00	0.9708078	1.035	89

ELECTRIC SERVICES

Customer Charge	\$	5.00
Energy Charge	\$	99.73
Electric Fuel Purchase Power	\$	58.35
Energy Efficiency Program	\$	1.64
Electric Services Total	\$	164.72

Current Rates Effective 7/1/2014

Read Dates		Meter Readings		Read	Meter	Conversion	Average BTU	Billed	
From	To	Previous	Current	Code	Volume	Pressure	Factor	Therms	
7/10/2014	8/10/2014	31	3938.00	4027.00	Actual	89.00	0.9708078	1.035	89

ELECTRIC SERVICE RATES

Service Charge	\$	5.00
Delivery Chg	200 @	\$ 0.068660
	600 @	\$ 0.067660
	200 @	\$ 0.061660
	200 @	\$ 0.050660
	999999 @	\$ 0.027660
Energy Efficiency Program	\$	0.008000
Elec Fuel Purch Power	\$	0.025170

Current Rates Effective 7/2/2014

Read Dates		Meter Readings		Read	Meter	Conversion	Average BTU	Billed	
From	To	Previous	Current	Code	Volume	Pressure	Factor	Therms	
7/10/2014	8/10/2014	31	3938.00	4027.00	Actual	89.00	0.9708078	1.035	89

GAS SERVICE RATES

Service Charge	\$	8.00
Gas Res Serv SD	30 @	\$ 0.386100
	999999 @	\$ 0.177900
Energy Efficiency Program	\$	0.016700
Purch Gas Commodity	\$	0.566160

TAXES

CITY SALES TAX-ABERDEEN	\$	4.93
STATE TAX - SOUTH DAKOTA	\$	9.86
TOTAL TAXES	\$	14.79

TOTAL UTILITY SERVICES \$ **246.64**

Rate definitions and how to calculate your bill may be found on our website: www.northwesternenergy.com

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 or to process the payment as a check transaction.

Contact us...

MONTANA

Customer Contact Center (888) 467-2669
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811
Energy Efficiency (800) 823-5995

NEBRASKA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

SOUTH DAKOTA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

PAYMENT

Automated Phone
Payment Option: (800) 218-4959
(via checking, savings, or money market account)
SpeedPay Automated
Phone Payment Option: (877) 361-4927
(via credit card account)

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NorthWestern Energy
Delivering a Bright Future