

# 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 detail on the separate pieces that make up your bill and information about ways we work 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.

**NorthWestern Energy** 40 East Broadway St.  
Butte, MT 59701-0204

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

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**Service Address:** 101 N MAIN ST ABERDEEN SD 57401

**Your Electric Usage (kWh)**

Month	2013	2014	2014
Aug	32	31	31
Days of Service	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
<b>Total Amount Due</b>		<b>\$ 261.43</b>

**SUMMARY OF CURRENT CHARGES**

Utility Service	TOTAL
Electric Service	\$ 164.72
Natural Gas Service	\$ 81.92
<b>Total Current Charges</b>	<b>\$ 246.64</b>

**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.

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Please return this portion of your bill with your payment. 000000000000 0000000026143 0000000026143

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

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- 8 This section summarizes the current charges associated with your electric and/or gas service.
- 9 For customers not currently participating in your 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)

- 1 Contact information for NorthWestern Energy.
- 2 This is the start and end date of your current meter reading.
- 3 The total number of days included in the current meter reading.
- 4 The meter reading obtained on the starting or "from" date and the meter reading obtained on the end or "to" date.
- 4 Identifies if current read obtained was an actual read or an estimated read.
- 6 The number that, when multiplied by the metered usage, determines the actual energy (kWh, Demand, or Therms) used.
- 7 The total amount of electricity or natural gas used during the period.
- 8 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.
- 9 The identification number of the meter located at your service address.
- 10 The code and description to identify the rate at which your service is billed.

- 11 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.

**NorthWestern Energy** 1234567 8 Page 2  
 1234567 8 JOHN RESIDENTIAL  
 Service Address: 101 N MAIN ABERDEEN SD 57401

NorthWestern Energy: 1-888-245-6977  
 Customer Service: (M-F 7 am - 6 pm)  
 and Emergencies: 24 hours a day

**UTILITY SERVICES**

Read Dates		MWH Meter Readings		Read	Meter	Billed	Demand	Demand
From	To	Previous	Current	Code	Mult	kWh	Read	Usage
7/15/2014	8/10/2014	31	27641.00	1	2053			

Meter Number: 1007096 Rate: 10 - Residential Electric

Customer Charge	Electric Fuel Purchase Power	Energy Efficiency Program	Electric Services Total
\$ 5.00	2053 \$ 99.73	2053 \$ 58.35	1.64
			\$ 164.72

Customer Charge \$ 5.00  
 Energy Charge 2053 \$ 99.73  
 Electric Fuel Purchase Power 2053 \$ 58.35  
 Energy Efficiency Program 2053 \$ 1.64  
**Electric Services Total \$ 164.72**

Read Dates		Meter Readings		Read	Meter	Conversion	Average BTU	Billed
From	To	Previous	Current	Code	Volume	Factor	Factor	Therms
7/15/2014	8/10/2014	31	4027.00	Actual	89.00	0.9798078	1.015	89

Meter Number: 2016761 Rate: 81 - Residential Natural Gas

Customer Charge	Energy Charge	Purchase Gas Commodity	Energy Efficiency Program	Natural Gas Services Total
\$ 8.00	89 \$ 22.04	89 \$ 50.39	89 \$ 1.49	81.92
				\$ 246.64

**TOTAL UTILITY SERVICES \$ 246.64**

**TAXES**

CITY SALES TAX - ABERDEEN	\$ 4.93
STATE TAX - SOUTH DAKOTA	\$ 9.86
<b>TOTAL TAXES</b>	<b>\$ 14.79</b>

Current Rates Effective 7/1/2014

**ELECTRIC SERVICE RATES**

Service Charge	\$ 5.00
Delivery Chg	200 @ \$ 0.068660
Energy Charge	600 @ \$ 0.067660
200 @	\$ 0.061660
200 @	\$ 0.056660
999999 @	\$ 0.027660
Energy Efficiency Program	\$ 0.000800
Elec Fuel Purch Power	\$ 0.025170

Current Rates Effective 7/2/2014

**GAS SERVICE RATES**

Service Charge	\$ 8.00
Gas Res Serv SD	30 @ \$ 0.288100
999999 @	\$ 0.137300
Energy Efficiency Program	\$ 0.016700
Purch Gas Commodity	\$ 0.566160

State definitions and how to calculate your bill may be found on our website: [www.northwesternenergy.com](http://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.

- 12 Phone numbers for paying your bill.
- 13 Contact information for the applicable utility commission.
- 14 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.
- 15 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.
- 16 Information explaining how your payments are processed.
- 17 This section contains a summary of the state and local taxes you must pay based on your usage.
- 18 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. learn more at [NorthWesterEnergy.com/Eplus](http://NorthWesterEnergy.com/Eplus).

## Understanding Your Bill

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.