

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 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

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Delivering a Bright Future

11 E Park St | Butte, MT 59701-1711 | NorthWesternEnergy.com
Page 1

CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: September 1, 2016

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401

Your Electric Usage (kWh)

Month	2015	2016	2016
Sep-15	900	1000	1100
Oct	800	900	1000
Nov	700	800	900
Dec	600	700	800
Jan	500	600	700
Feb	400	500	600
Mar	300	400	500
Apr	200	300	400
May	100	200	300
Jun	100	200	300
Jul	200	300	400
Aug	300	400	500
Sep-16	400	500	600

Your Natural Gas Usage (Therms)

Month	2015	2016	2016
Sep-15	100	120	140
Oct	80	100	120
Nov	60	80	100
Dec	40	60	80
Jan	20	40	60
Feb	10	20	40
Mar	10	20	40
Apr	10	20	40
May	10	20	40
Jun	10	20	40
Jul	10	20	40
Aug	10	20	40
Sep-16	10	20	40

Bank Draft Scheduled on September 21, 2016

DUPLICATE DATE	TOTAL AMOUNT DUE
September 21, 2016	\$ 133.58

ACCOUNT SUMMARY

Previous Balance		\$	154.45
Payments Received	8/9/2016	Thank you	(154.45)
Current Charges		\$	125.42
Tax		\$	8.16
Total Amount Due		\$	133.58

SUMMARY OF CURRENT CHARGES

Utility Service	TOTAL
Electric Service	\$ 115.93
Natural Gas Service	\$ 9.49
Total Current Charges	\$ 125.42

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 \$177.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION
\$133.58 will be deducted from your bank account on September 21, 2016.

MESSAGE BOARD
For questions about your bill or service, call NorthWestern Energy at 800-245-6977 (Monday through Friday, 7 a.m to 6 p.m.) For information or to make payment, visit us at northwesternenergy.com.

Please return this portion of your bill with your payment. 00000000000000 0000000013358 0000000013358

ACCOUNT NUMBER	DUPLICATE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	September 21, 2016	\$ 133.58	

Bank Draft Scheduled on September 21, 2016

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

#BWNKJDL
#ARTP PVSP X8
1234567-8
123 MAIN ST
ABERDEEN SD 57401-7033

17655

NORTHWESTERN ENERGY
BUTTE, MT 59707-0003

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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.

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 These sections provide 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.

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Account Number: 1234567-8
Customer Name: JOHN SMITH
Service Address: 123 MAIN, ABERDEEN SD 57401

Page 2

NorthWestern Energy: 1-800-245-6997
Customer Service: (M-F 7 am - 6 pm) and Emergencies 24 hours a day

UTILITY SERVICES

ELECTRIC SERVICES

Read Dates		Days	kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To		Previous	Current					
02/02/16	03/01/16	28	74350.00	75013.00	Actual	1	663		

Meter Number: 1012534
HOUSE METER
Rate: 10-Electric Residential Service

Customer Charge	\$	6.00
Energy Charge	\$	65.45
Elec Fuel Purchase Power	\$	10.97
Energy Efficiency Program	\$	0.33
Electric Services Total	\$	82.75

Current Rates Effective 2/1/2016

ELECTRIC SERVICES

Service Charge	Rate	Read Dates		Days	Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
		From	To		Previous	Current					
Electric Residential 200@	\$ 0.0998000	02/02/16	03/01/16	28	3253.00	3325.00	Actual	72	0.9708078	1.056032	74.00

Meter Number: 2012354
HOUSE METER
Rate: 81-Residential Natural Gas

Customer Charge	\$	8.00
Energy Charge	\$	19.25
Purchase Gas Commodity	\$	31.97
Energy Efficiency Program	\$	(0.05)
Natural Gas Services Total	\$	59.17
TOTAL UTILITY SERVICES	\$	141.92

NATURAL GAS SERVICES

Service Charge	\$	8.00
Gas Residential 30@	\$	0.3849000
9999999@	\$	0.1761000
Energy Efficiency Program	\$	(0.0007000)
Pruch Gas Commodity SD 81	\$	0.4346700

TAXES

CITY SALES TAX - ABERDEEN	\$	2.84
STATE TAX - SOUTH DAKOTA	\$	5.68
TOTAL TAXES	\$	8.52

When you provide a check as a 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.

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.