



NorthWestern[®] Energy

Key Sustainability Statistics Report

This report provides disclosures on operational and financial statistics and data over a five year period relevant to Environmental, Social and Governance Sustainability performance

2017-2021 Edition - Updated August 2022

**NorthWestern[®]
Energy**
Delivering a Bright Future



Corporate Overview

| General Information | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|------------------|------------------|------------------|------------------|------------------|
| Average Number Electric Customers | | | | | |
| Residential | 345,674 | 349,984 | 353,837 | 358,036 | 362,727 |
| Commercial | 79,153 | 80,288 | 81,710 | 82,947 | 84,400 |
| Industrial | 6,270 | 6,260 | 6,297 | 6,411 | 6,410 |
| Total | 431,097 | 436,532 | 441,844 | 447,394 | 453,537 |
| Average Number of Natural Gas Customers | | | | | |
| Residential | 247,411 | 249,868 | 252,415 | 255,523 | 258,319 |
| Commercial | 34,893 | 35,399 | 35,931 | 36,366 | 36,786 |
| Industrial | 412 | 407 | 403 | 384 | 395 |
| Total | 282,716 | 285,674 | 288,749 | 292,273 | 295,500 |
| Average Number of Total Customers (electric and natural gas) | | | | | |
| Residential | 593,085 | 599,852 | 606,252 | 613,559 | 621,046 |
| Commercial | 114,046 | 115,687 | 117,641 | 119,313 | 121,186 |
| Industrial | 6,682 | 6,667 | 6,700 | 6,795 | 6,805 |
| Total | 713,813 | 722,206 | 730,593 | 739,667 | 749,037 |
| Population Service Area (Estimated by County) | 1,739,346 | 1,749,606 | 1,760,125 | 1,784,095 | 1,803,747 |
| Utility Plant Assets - Net (\$) | \$ 4,358,264,100 | \$ 4,521,317,600 | \$ 4,704,606,100 | \$ 4,955,787,300 | \$ 5,249,302,600 |
| Revenues (\$) | | | | | |
| | 2017 | 2018 | 2019 | 2020 | 2021 |
| Electric | \$ 1,037,053,000 | \$ 921,009,300 | \$ 981,178,000 | \$ 940,815,000 | \$ 1,052,182,000 |
| Natural Gas | \$ 268,599,000 | \$ 270,916,000 | \$ 276,732,000 | \$ 257,855,000 | \$ 320,134,000 |
| Total | \$ 1,305,652,000 | \$ 1,191,925,300 | \$ 1,257,910,000 | \$ 1,198,670,000 | \$ 1,372,316,000 |
| Total Retail Electric Energy Volumes (MWh's) | | | | | |
| Residential | 3,086,000 | 3,116,000 | 3,170,000 | 3,218,000 | 3,300,000 |
| Commercial | 4,227,000 | 4,241,000 | 4,296,000 | 4,109,000 | 4,268,000 |
| Industrial & Other | 2,519,000 | 2,759,000 | 3,114,000 | 2,788,000 | 2,623,000 |
| Total | 9,832,000 | 10,116,000 | 10,580,000 | 10,115,000 | 10,191,000 |
| Total Retail Natural Gas Energy Volumes (Dkt's) | | | | | |
| Residential | 18,909,000 | 19,948,000 | 21,410,000 | 19,447,000 | 19,199,000 |
| Commercial | 11,862,000 | 12,690,000 | 13,790,000 | 11,953,000 | 11,945,000 |
| Industrial & Other | 293,000 | 327,000 | 319,000 | 274,000 | 322,000 |
| Total | 31,064,000 | 32,965,000 | 35,519,000 | 31,674,000 | 31,466,000 |
| Natural Gas | | | | | |
| Annual Demand - Retail (Bcf) | 30.5 | 33.4 | 35.4 | 31.3 | 30.6 |
| Proven Reserves (Bcf) | 55.9 | 51.7 | 47.2 | 43.1 | 38.8 |
| Annual Production (Bcf) | 4.7 | 4.2 | 4.5 | 4.1 | 4.3 |



NorthWestern Energy

Sustainability Key Performance Statistics 2017-2021



| Effective Management | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------------------|------------------|------------------|------------------|------------------|
| Earnings | | | | | |
| Earnings per share (Diluted) | \$ 3.34 | \$ 3.92 | \$ 3.98 | \$ 3.06 | \$ 3.60 |
| Earnings per Share Non-GAAP (Diluted) | \$ 3.30 | \$ 3.39 | \$ 3.42 | \$ 3.35 | \$ 3.51 |
| Dividend per share | \$ 2.10 | \$ 2.20 | \$ 2.30 | \$ 2.40 | \$ 2.48 |
| Year-End Stock Price | \$ 59.70 | \$ 59.44 | \$ 71.67 | \$ 58.31 | \$ 57.16 |
| Dividend Yield (Year-End Stock Price) | 3.5% | 3.7% | 3.2% | 4.1% | 4.3% |
| Dividends Payout Ratio (GAAP) | 62.9% | 56.1% | 57.7% | 78.5% | 68.9% |
| Dividend Payout Ratio (Non-GAAP) | 63.6% | 64.9% | 67.3% | 71.6% | 70.7% |
| Return on Average Equity | 9.5% | 10.5% | 10.1% | 7.5% | 8.5% |
| Return on Average Assets | 3.0% | 3.6% | 3.5% | 2.5% | 2.8% |
| Total Shareholder Return (Includes Dividends Reinvested) | 8.7% | 3.5% | 24.5% | -15.1% | 2.1% |
| Market Capitalization | \$ 2,947,536,000 | \$ 2,991,240,000 | \$ 3,615,911,000 | \$ 2,949,739,000 | \$ 3,088,485,000 |
| Enterprise Value | \$ 5,025,057,000 | \$ 5,058,748,000 | \$ 5,817,071,000 | \$ 5,332,213,000 | \$ 5,627,143,000 |
| Financial Strength | | | | | |
| Debt to Capital Ratio | 53.7% | 51.7% | 52.0% | 53.5% | 52.1% |
| Funds From Operation (FFO) to debt | 16.2% | 15.9% | 15.8% | 12.7% | 13.4% |
| Liquidity (Year-End) | \$ 88,873,000 | \$ 117,860,000 | \$ 113,145,000 | \$ 233,811,000 | \$ 90,800,000 |
| Net Write Off as % of Revenues | 0.25% | 0.28% | 0.19% | 0.19% | 0.20% |
| Capital Expenditures | \$ 280,559,000 | \$ 311,120,000 | \$ 325,108,000 | \$ 403,274,000 | \$ 452,410,000 |
| Maintenance/New Connects Capex | \$ 248,304,000 | \$ 279,805,000 | \$ 311,579,000 | \$ 327,641,000 | \$ 384,608,000 |

Environment

| Energy Sources | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|------------------|------------------|------------------|------------------|------------------|
| Electric Generation (Owned & Long-Term Contracted) - Megawatt Hours (MWh's) | | | | | |
| Wind Owned | 441,952 | 432,913 | 438,971 | 496,577 | 434,976 |
| Wind Contracted | 858,752 | 955,943 | 1,311,929 | 1,747,172 | 1,654,900 |
| Hydro Owned | 2,556,205 | 2,702,919 | 2,753,679 | 2,538,806 | 2,087,557 |
| Hydro Contracted | 135,683 | 121,453 | 128,896 | 112,601 | 92,401 |
| Solar Owned | - | - | - | - | - |
| Solar Contracted | 12,831 | 34,147 | 29,528 | 32,858 | 33,694 |
| Coal Owned | 2,107,360 | 2,274,851 | 2,280,690 | 1,657,451 | 2,180,623 |
| Coal Contracted | 649,397 | 770,474 | 761,421 | 732,052 | 780,517 |
| Natural Gas/Oil Owned | 257,218 | 270,600 | 275,895 | 205,687 | 318,572 |
| Natural Gas/Oil Contracted | 108,300 | 125,213 | 156,441 | 57,051 | 119,801 |
| Total Electric Generation - MWh | 7,127,698 | 7,688,513 | 8,137,450 | 7,580,255 | 7,703,041 |
| Total Owned Generation | 5,362,735 | 5,681,283 | 5,749,235 | 4,898,521 | 5,021,728 |
| Total Carbon-Free Owned Generation | 2,998,157 | 3,135,832 | 3,192,650 | 3,035,383 | 2,522,533 |
| Total Long-Term Contracted Generation | 1,764,963 | 2,007,230 | 2,388,215 | 2,681,734 | 2,681,313 |
| Total Carbon-Free Long-Term Contracted Generation | 1,007,266 | 1,111,543 | 1,470,353 | 1,892,631 | 1,780,995 |
| Total Carbon-Free Generation (Owned & L-T Contracted) | 4,005,423 | 4,247,375 | 4,663,003 | 4,928,014 | 4,303,528 |



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



Owned Electric Generation Portfolio Delivered (Owned and Purchased Power) - MW

| | | | | | |
|---------------------------------------|-------|-------|-------|-------|-------|
| Owned Maximum Capacity | 1,294 | 1,311 | 1,278 | 1,282 | 1,271 |
| Long-Term Contracted Maximum Capacity | 729 | 604 | 684 | 680 | 680 |
| Total Maximum Capacity - MW | 2,023 | 1,915 | 1,962 | 1,962 | 1,951 |

Owned Electric Generation Portfolio Delivered (As a % of Total Portfolio MWh - Owned and Purchased Power)

| | | | | | |
|------------------------------|-------|-------|-------|-------|-------|
| Wind and Solar | 6.2% | 5.6% | 5.4% | 6.6% | 5.6% |
| Hydro | 35.9% | 35.2% | 33.8% | 33.5% | 27.1% |
| Coal | 29.6% | 29.6% | 28.0% | 21.9% | 28.3% |
| Natural Gas / Oil | 3.6% | 3.5% | 3.4% | 2.7% | 4.1% |
| Total Power Generated by NWE | 75.2% | 73.9% | 70.7% | 64.6% | 65.2% |
| Zero-GHG Emissions Energy | 42.1% | 40.8% | 39.2% | 40.0% | 32.7% |

Purchased Power Portfolio (As a % of Total Portfolio MWh - Owned & Purchased Power)

| | | | | | |
|---------------------------|-------|-------|-------|-------|-------|
| Wind and Solar | 12.2% | 12.9% | 16.5% | 23.5% | 21.9% |
| Hydro | 1.9% | 1.6% | 1.6% | 1.5% | 1.2% |
| Coal | 9.1% | 10.0% | 9.4% | 9.7% | 10.1% |
| Natural Gas / Oil | 1.5% | 1.6% | 1.9% | 0.8% | 1.6% |
| Total Purchased Power | 24.8% | 26.1% | 29.3% | 35.4% | 34.8% |
| Zero-GHG Emissions Energy | 14.1% | 14.5% | 18.1% | 25.0% | 23.1% |

2017 **2018** **2019** **2020** **2021**

Owned & Purchased Power Portfolio (As a % of Total Portfolio MWh)

| | | | | | |
|-------------------|--------|--------|--------|--------|--------|
| Wind and Solar | 18.4% | 18.5% | 21.9% | 30.0% | 27.6% |
| Hydro | 37.8% | 36.7% | 35.4% | 35.0% | 28.3% |
| Coal | 38.7% | 39.6% | 37.4% | 31.5% | 38.4% |
| Natural Gas / Oil | 5.1% | 5.1% | 5.3% | 3.5% | 5.7% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Owned & Purchased Power Portfolio (As a % of Total Portfolio MWh)

| | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|
| Zero-GHG Emissions Energy | 56.2% | 55.2% | 57.3% | 65.0% | 55.9% |
| Total Generation Portfolio - Owned & L-T Contracts (MWh) | 7,127,698 | 7,688,513 | 8,137,450 | 7,580,255 | 7,703,041 |

Maximum Capacity - Owned Resource (As a % of Total Portfolio Megawatts - Owned & L-T Contracts)

| | | | | | |
|-------------------|-------|-------|-------|-------|-------|
| Wind & Solar | 5.9% | 6.9% | 6.7% | 6.7% | 6.7% |
| Hydro | 21.8% | 23.4% | 23.0% | 22.8% | 23.2% |
| Coal | 21.4% | 22.6% | 22.0% | 22.0% | 22.1% |
| Natural Gas / Oil | 14.8% | 15.7% | 13.5% | 13.8% | 13.1% |
| Total | 64.0% | 68.5% | 65.1% | 65.3% | 65.1% |
| Non-Carbon Total | 27.8% | 30.2% | 29.7% | 29.5% | 29.9% |

Maximum Capacity - Long-Term Resource (As a % of Total Portfolio Megawatts - Owned and L-T Contracts)

| | | | | | |
|-------------------|-------|-------|-------|-------|-------|
| Wind & Solar | 27.3% | 22.3% | 25.9% | 25.7% | 25.8% |
| Hydro | 1.8% | 1.9% | 1.9% | 1.9% | 1.9% |
| Coal | 4.3% | 4.5% | 4.4% | 4.4% | 4.5% |
| Natural Gas / Oil | 2.6% | 2.7% | 2.7% | 2.7% | 2.7% |
| Total | 36.0% | 31.5% | 34.9% | 34.7% | 34.9% |
| Non-Carbon Total | 29.2% | 24.3% | 27.8% | 27.6% | 27.7% |



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



Maximum Capacity - Owned and Long-Term Resource (As a % of Total Portfolio Megawatts)

| | | | | | |
|-------------------|--------|--------|--------|--------|--------|
| Wind & Solar | 33.3% | 29.2% | 32.6% | 32.4% | 32.6% |
| Hydro | 23.7% | 25.3% | 24.9% | 24.7% | 25.1% |
| Coal | 25.7% | 27.1% | 26.5% | 26.5% | 26.6% |
| Natural Gas / Oil | 17.4% | 18.4% | 16.1% | 16.5% | 15.7% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Non-Carbon Total | 56.9% | 54.5% | 57.4% | 57.1% | 57.7% |

Owned Coal Facilities

| | | | | | |
|--|---------|---------|---------|---------|---------|
| Coal Combustion Residuals (CCR) generated - Metric Tons - Owned Facilities | 157,593 | 163,049 | 163,989 | 137,799 | 134,112 |
| Coal Combustion Residuals (CCR) recycled | 12.2% | 9.9% | 8.7% | 9.6% | 9.9% |

Greenhouse Gases (GHG) - CO2e Emissions

| Scope 1 CO2e Emissions (Metric Tons) | 2017 | 2018 | 2019 | 2020 | 2021 |
|--|---------------|-----------|-----------|-----------|-------------|
| Owned Electric Generation | 2,609,793 | 2,703,374 | 2,664,493 | 2,160,366 | 2,671,193 * |
| Electric Transmission System (SF6 & PFC leaks) | 1,944 | 17,090 | 6,481 | 3,455 | 4,310 * |
| Natural Gas System (Gathering, Distr, Trans & Storage) | Not Available | 144,729 | 191,187 | 340,743 | 208,998 |
| Company Owned Fleet | 14,080 | 14,010 | 13,922 | 13,197 | 13,789 |
| Total Scope 1 CO2e Emissions | 2,625,817 | 2,879,203 | 2,876,083 | 2,517,761 | 2,898,290 |

* Scope 1 CO2 emission for 2021 are estimates for Owned Electric Generation, Electric Transmission System and Company Owned Fleet

| Scope 2 CO2e Emissions | 2017 | 2018 | 2019 | 2020 | 2021 |
|------------------------------|---------------|--------|--------|--------|----------|
| Electric | 11,755 | 12,831 | 12,091 | 9,996 | 10,814 * |
| Natural Gas | Not Available | 2,165 | 2,348 | 4,497 | 3,535 * |
| Total Scope 2 CO2e Emissions | 11,755 | 14,996 | 14,439 | 14,493 | 14,349 |

* Scope 2 CO2 emission for 2021 are estimates for both electric and natural gas usage in our facilities

Water Use - Coal and Natural Gas Facilities

| | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|-----------|-----------|-----------|-----------|-----------|
| Water Withdraw - Generation Facilities - Cubic Meters | 4,826,616 | 4,626,329 | 4,528,261 | 3,923,196 | 3,999,243 |
| Water Use - Generation Facilities - Cubic Meters | 4,738,517 | 4,528,910 | 4,460,588 | 3,850,786 | 3,914,654 |
| Water Recycled - Generation Facilities - Percentage | 1.8% | 2.1% | 1.5% | 1.8% | 2.1% |

Energy Usage at Facilities in our Operations

| | | | | | |
|------------------------------------|--------|--------|--------|--------|--------|
| Electricity - NWE Supplied - MWh's | 21,672 | 22,441 | 22,519 | 20,968 | 20,941 |
| Natural Gas - NWE Supplied - Dkt's | 72,220 | 78,223 | 82,936 | 77,129 | 96,471 |

* Energy usage includes energy supplied by NorthWestern Energy or a 3rd party to power their operations

Waste (Hazardous & Non-Hazardous) - All Facilities

| | | | | | |
|--|--|--|--|-----|-------|
| Waste - Non-Hazardous - Metric Tons | | | | 738 | 3,691 |
| Waste - Hazardous - Metric Tons | | | | 43 | 36 |
| Recycled Waste - Non-Hazardous - Metric Tons | | | | 391 | 3,634 |
| Recycled Waste - Hazardous - Metric Tons | | | | 25 | 35 |



Social

Customers

| | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| Combined Overall Customer Satisfaction Scores | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
| Company Scores - JD Power | 696.6 | 710.7 | 718.9 | 721.6 | 721.0 |

Customer Service

| | | | | | |
|-------------------------|--------------|--------------|--------------|--------------|--------------|
| Average Calls per Month | 92,500 | 89,400 | 89,900 | 94,860 | 46,409 |
| Average Talk Time | 3 min 42 sec | 3 min 40 sec | 3 min 47 sec | 4 min 29 sec | 4 min 58 sec |

Electric Rates

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|---|-------------|-------------|-------------|-------------|-------------|
| Residential Rates (750 Kwh Monthly Bill) * | | | | | |
| NWE - MT | \$ 88.05 | \$ 87.08 | \$ 90.49 | \$ 92.10 | \$ 91.95 |
| NWE - SD | \$ 98.00 | \$ 98.68 | \$ 95.70 | \$ 102.13 | \$ 104.70 |
| Peer Group Average ** | \$ 88.80 | \$ 89.66 | \$ 88.75 | \$ 90.34 | \$ 93.53 |
| National Average | \$ 106.76 | \$ 108.78 | \$ 108.03 | \$ 104.56 | \$ 108.44 |

Commercial Rates (10,000 Kwh Monthly Bill) *

| | | | | | |
|-----------------------|----------|----------|----------|----------|----------|
| NWE - MT | \$ 1,183 | \$ 1,165 | \$ 1,209 | \$ 1,246 | \$ 1,245 |
| NWE - SD | \$ 1,333 | \$ 1,341 | \$ 1,300 | \$ 1,388 | \$ 1,388 |
| Peer Group Average ** | \$ 1,118 | \$ 1,142 | \$ 1,116 | \$ 1,133 | \$ 1,164 |
| National Average | \$ 1,303 | \$ 1,322 | \$ 1,311 | \$ 1,255 | \$ 1,319 |

Industrial Rates (200,000 Kwh Monthly Bill) *

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|-----------------------|-------------|-------------|-------------|-------------|-------------|
| NWE - MT | \$ 19,772 | \$ 19,911 | \$ 19,908 | \$ 18,749 | \$ 18,354 |
| NWE - SD | \$ 24,504 | \$ 24,670 | \$ 23,650 | \$ 25,637 | \$ 25,637 |
| Peer Group Average ** | \$ 22,815 | \$ 22,971 | \$ 22,799 | \$ 23,163 | \$ 23,953 |
| National Average | \$ 26,638 | \$ 27,344 | \$ 27,049 | \$ 25,832 | \$ 27,302 |

* As published in the Edison Electric Institute's (EEI) Summer Typical Bill and Average Rate Reports - Rates as of July 1st of each year

** Peer Group consists of AVA, ALE, BKH, IDA, MGEE, OGE, OTTR, PNM & POR

Natural Gas Rates

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|--|-------------|-------------|-------------|-------------|-------------|
| Residential Rates (cents per Dkt) * | | | | | |
| NWE - MT | \$ 0.071 | \$ 0.065 | \$ 0.062 | \$ 0.062 | \$ 0.072 |
| NWE - SD | \$ 0.079 | \$ 0.078 | \$ 0.078 | \$ 0.072 | \$ 0.094 |
| NWE - NE | \$ 0.085 | \$ 0.083 | \$ 0.071 | \$ 0.066 | \$ 0.085 |
| Regional States Average ** | \$ 0.089 | \$ 0.087 | \$ 0.082 | \$ 0.084 | \$ 0.091 |
| National Average | \$ 0.109 | \$ 0.105 | \$ 0.105 | \$ 0.108 | \$ 0.122 |

Commercial Rates (cents per Dkt) *

| | | | | | |
|----------------------------|----------|----------|----------|----------|----------|
| NWE - MT | \$ 0.079 | \$ 0.073 | \$ 0.070 | \$ 0.070 | \$ 0.080 |
| NWE - SD | \$ 0.055 | \$ 0.055 | \$ 0.054 | \$ 0.048 | \$ 0.070 |
| NWE - NE | \$ 0.059 | \$ 0.058 | \$ 0.051 | \$ 0.045 | \$ 0.065 |
| Regional States Average ** | \$ 0.072 | \$ 0.070 | \$ 0.065 | \$ 0.066 | \$ 0.076 |
| National Average | \$ 0.079 | \$ 0.078 | \$ 0.076 | \$ 0.075 | \$ 0.088 |

* As reported on eia.gov website. Rates exclude transportation costs

** Regional states include CO, IA, ID, MN, ND, OR, WA & WY



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|
| Customer Programs | | | | | |
| Energy Efficiency | | | | | |
| Incremental Annual Electricity Savings (MWh) | 65,413 | 79,107 | 74,796 | 67,606 | 67,939 |
| Incremental Annual Natural Gas Savings (Dkt) | 77,641 | 100,197 | 38,824 | 49,827 | 30,075 |
| Incremental Annual Investment in DSM Programs (\$) | \$ 14,300,000 | \$ 15,200,000 | \$ 14,600,000 | \$ 11,800,000 | \$ 12,000,000 |
| Net Meter Customers - Residential | 1,729 | 1,961 | 2,344 | 2,634 | 3,064 |
| Net Meter Customers - Commercial | 414 | 453 | 493 | 541 | 579 |
| Net Meter Customers - Total | 2,143 | 2,414 | 2,837 | 3,175 | 3,643 |
| Customer Disconnections | | | | | |
| Res. & Comm. Disconnections for Non-Payment | 12,130 | 12,814 | 12,136 | 5,668 | 11,695 |
| Res. & Comm. Reconnections within 30 Days | 7,878 | 8,482 | 8,030 | 3,813 | 8,766 |
| % Reconnected within 30 Days | 64.9% | 66.2% | 66.2% | 67.3% | 75.0% |
| % of Electric Customers with Smart Meters | 0.0% | 1.5% | 14.2% | 14.5% | 27.5% |
| Low Income Assistance | \$ 7,900,000 | \$ 7,700,000 | \$ 7,300,000 | \$ 9,400,000 | \$ 8,600,000 |
| Reliability | | | | | |
| System Average Interruption Duration Index (SAIDI) - Excluding Major Event Days (MED) (minutes) | 131.88 | 99.99 | 113.29 | 129.74 | 121.81 |
| SAIDI Excluding MED's - National Average * | 137.74 | 143.26 | 149.98 | 134.90 | Awaiting Data |
| System Average Interruption Frequency Index (SAIFI) - Excluding MED's (per 100 customers) | 1.56 | 1.27 | 1.47 | 1.10 | 1.13 |
| SAIFI Excluding MED's - National Average * | 1.23 | 1.28 | 1.18 | 1.22 | Awaiting Data |
| Customer Average Interruption Duration Index (CAIDI) - Excluding MED's (minutes) | 84.64 | 78.99 | 77.26 | 117.57 | 108.00 |
| CAIDI Excluding MED's - National Average * | 108.28 | 100.23 | 122.84 | 103.58 | Awaiting Data |
| * SAIDI, SAIFI and CAIDI national averages includes investor owned utilities only via EIA.gov's 861 data files | | | | | |
| Community | | | | | |
| Safety Education and Awareness Investment | \$ 1,607,700 | \$ 1,557,200 | \$ 1,578,400 | \$ 1,590,300 | \$ 1,780,800 |
| Charitable Donations, Economic Development & Sponsorships | | | | | |
| Charitable Donations | \$ 657,285 | \$ 590,172 | \$ 632,951 | \$ 849,127 | \$ 523,295 |
| Economic Development | \$ 595,248 | \$ 293,784 | \$ 155,961 | \$ 275,006 | \$ 279,612 |
| Sponsorships | \$ 329,895 | \$ 470,826 | \$ 809,192 | \$ 483,237 | \$ 578,051 |
| Employee Giving - United Way | \$ 184,449 | \$ 120,032 | \$ 122,575 | \$ 182,111 | \$ 194,669 |
| Employer Match - United Way | \$ 62,037 | \$ 60,016 | \$ 61,288 | \$ 62,863 | \$ 70,305 |
| Total Giving | \$ 1,828,914 | \$ 1,534,830 | \$ 1,781,967 | \$ 1,852,344 | \$ 1,645,931 |
| Scholarship Funding | \$ 98,000 | \$ 103,250 | \$ 97,250 | \$ 102,250 | \$ 102,250 |
| Fish & Wildlife / Public Recreation Support | \$ 1,971,178 | \$ 2,112,100 | \$ 2,096,000 | \$ 2,080,200 | \$ 2,141,500 |
| Volunteering | | | | | |
| Non-profits receiving grants from Volunteer Program | 150 | 184 | 112 | 104 | 99 |
| Dollars Non-Profits received from Volunteering | \$ 91,100 | \$ 119,800 | \$ 153,500 | \$ 62,950 | \$ 54,907 |
| Total Community Giving | \$ 5,596,892 | \$ 5,427,180 | \$ 5,707,117 | \$ 5,688,044 | \$ 5,725,388 |

Total Community Giving Includes Safety Awareness, Charitable Donations, Economic Development, Sponsorships, Scholarship Funding, Public Recreation Support & Volunteer Program Grants



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



Property Taxes Paid

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Montana | \$ 150,069,488 | \$ 157,767,344 | \$ 158,943,237 | \$ 166,885,936 | \$ 159,726,323 |
| South Dakota | \$ 4,219,867 | \$ 4,351,367 | \$ 4,664,797 | \$ 5,412,546 | \$ 5,640,195 |
| Nebraska | \$ 595,185 | \$ 611,475 | \$ 618,446 | \$ 662,910 | \$ 669,090 |
| Total Property Taxes | \$ 154,884,540 | \$ 162,730,186 | \$ 164,226,480 | \$ 172,961,392 | \$ 166,035,608 |

Economic Impact Analysis - Circle Analytics

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|-------------------------|------------------|------------------|------------------|------------------|------------------|
| Gross Economic Output * | \$ 2,159,521,418 | \$ 2,143,352,096 | \$ 2,151,552,448 | \$ 2,263,185,102 | \$ 2,596,964,327 |
| Total Labor Income ** | \$ 444,683,493 | \$ 441,334,583 | \$ 443,099,531 | \$ 465,885,608 | \$ 534,646,891 |
| Total Employment *** | 12,590 | 12,505 | 12,549 | 13,262 | 15,194 |

* Gross Economic Output: aggregated market value of goods and services

** Total Labor Income: Compensation to employees and self-employed proprietors for both wages and indirect payments - includes retirement, health insurance and other fringe benefits

*** Total Employment: number of jobs generated of full and part-time positions, salary workers and sole proprietors

Employees

Safety Culture

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|---|-------------|-------------|-------------|-------------|-------------|
| Lost Time Incident Rate | 0.51 | 0.71 | 0.58 | 0.39 | 0.46 |
| OSHA Recordable Rate | 1.92 | 1.73 | 1.87 | 1.36 | 1.64 |
| Days-Away, Restricted, and Transfer (DART) Rate | 1.02 | 1.03 | 0.84 | 0.65 | 0.91 |
| Total number of vehicle incidents | 31 | 25 | 27 | 17 | 25 |
| Total vehicle incident rate | 2.43 | 2.01 | 2.17 | 1.46 | 2.00 |
| Work-related Fatalities | - | - | - | - | - |

Number of Employees

Regular Employees

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|--|--------------|--------------|--------------|--------------|--------------|
| Regular Full-Time Employees - Year End | 1,490 | 1,462 | 1,464 | 1,466 | 1,442 |
| Seasonal / Part-Time / Temp Employees - Year End | 67 | 66 | 69 | 64 | 41 |
| Total Employees | 1,557 | 1,528 | 1,533 | 1,530 | 1,483 |

Union / Non-Union

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|------------------------|--------------|--------------|--------------|--------------|--------------|
| Union Employees | 653 | 631 | 650 | 643 | 605 |
| Non-Union Employees | 904 | 897 | 883 | 887 | 878 |
| Total Employees | 1,557 | 1,528 | 1,533 | 1,530 | 1,483 |

Number of Contingent Workers

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|---|-------------|-------------|-------------|-------------|-------------|
| Turnover Rate - Regular Full-Time Employees | 7.1% | 8.6% | 8.0% | 7.5% | 11.3% |
| Turnover - All Employees including Temporary & Seasonal | 9.7% | 11.2% | 10.9% | 9.4% | 13.4% |
| Average tenure (years) | 15 | 15 | 14 | 13 | 12 |
| Employee Engagement Score | 75 | 75 | 77 | 77 | 77 |

NorthWestern Energy has conducted employee engagement surveys periodically. 2015 & 2017 by Great Places to Work and 2019 by Spencer Stuart Culture Survey. Scores are out of 100.

Diversity

Employee Age Breakdown

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|-----------|-------------|-------------|-------------|-------------|-------------|
| Age 18-24 | 2.8% | 2.2% | 3.0% | 3.1% | 4.3% |
| Age 25-34 | 18.5% | 19.3% | 19.9% | 20.1% | 19.8% |
| Age 35-44 | 23.2% | 24.1% | 25.1% | 25.7% | 27.7% |
| Age 45-54 | 23.1% | 22.3% | 22.0% | 22.4% | 21.9% |
| Age 55+ | 32.4% | 32.1% | 29.9% | 28.7% | 26.4% |



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



Female Diversity

| | | | | | |
|---|-------|-------|-------|-------|-------|
| Females as % of Total Employees | 27.6% | 27.4% | 27.5% | 27.4% | 26.7% |
| Female Senior Mgmt as % of Total Senior Management | 34.5% | 34.5% | 34.5% | 34.5% | 34.5% |
| Female Professionals as % of Professional Positions | 39.1% | 39.7% | 40.0% | 38.5% | 36.7% |
| Female Skilled Workforce as % of Skilled Positions | 10.6% | 9.2% | 9.0% | 11.5% | 12.0% |

Minority Diversity

| | | | | | |
|---|------|------|------|------|------|
| Minorities as % of Total Employees | 2.6% | 2.8% | 2.9% | 3.1% | 2.9% |
| Minorities Senior Mgmt as % of Total Senior Management | 1.9% | 1.8% | 1.9% | 1.7% | 3.6% |
| Minorities Professionals as % of Professional Positions | 2.5% | 2.8% | 2.5% | 2.4% | 1.9% |
| Minorities Skilled Workforce as % of Skilled Positions | 3.5% | 4.6% | 5.6% | 4.6% | 5.4% |

Total Employee Gender & Race

| | | | | | |
|---|------|------|------|------|------|
| Female Minority as % of Total Female Employee | 2.6% | 3.1% | 3.1% | 3.6% | 3.0% |
| Male Minority as % of Total Male Employee | 2.6% | 2.7% | 2.9% | 2.9% | 2.9% |

Senior Management Employees Gender & Race

| | | | | | |
|--|------|------|------|------|-------|
| Female Minority Senior Mgmt as % of Total Female Senior Mgmt | 6.7% | 5.9% | 5.9% | 5.0% | 10.5% |
| Male Minority Senior Mgmt as % of Total Male Senior Mgmt | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

Professional Employees Gender & Race

| | | | | | |
|--|------|------|------|------|------|
| Female Minority Professionals as % of Total Female Professionals | 2.6% | 2.5% | 2.5% | 2.5% | 1.3% |
| Male Minority Professionals as % of Total Male Professionals | 2.5% | 2.9% | 2.5% | 2.3% | 2.3% |

Skilled Employees Gender & Race

| | | | | | |
|--|------|------|------|------|------|
| Female Minority Skilled as % of Total Female Skilled Employees | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Male Minority Skilled as % of Total Male Skilled Employees | 3.9% | 5.1% | 6.2% | 5.2% | 6.2% |

NorthWestern Energy files Equal Employment Opportunity reports and participates in Affirmative Action testing on an annual basis.

Note: Senior Management is defined as Executive and Director level.

Health / Benefits

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|--|-------------|-------------|-------------|-------------|-------------|
| Paid in Employee Association Dues | \$ 92,225 | \$ 113,018 | \$ 100,232 | \$ 90,388 | \$ 70,091 |
| Benefits to Pay Ratio | 29% | 30% | 29% | 28% | 29% |
| Percentage of Skilled or Professional Employees - <u>Excluding</u> Directors, Managers & Supervisors | 64% | 64% | 65% | 65% | 65% |
| Percentage of Skilled or Professional Employees - <u>Including</u> Directors, Managers & Supervisors | 78% | 78% | 78% | 78% | 78% |

Benefits Offered: 401(k), Medical/Prescription Plans, Vision, Dental, Wellness Program, Paid Time Off, Holiday Pay, Health Care & Dependent Care Flexible Spending Accounts, Basic Life Insurance, Employee Life Insurance, Dependent Life Insurance, Employee Accidental Death & Dismemberment (AD&D), Spouse AD&D, Employee Assistance Program (Counseling), Wellness Program, Employee Stock Purchase Plan, Incentive Pay Plan, Short-Term Disability, Long-Term Disability, Worker's Compensation, & Employee Discounts for computers, cell phones plans and vehicles.

Governance

Leadership Diversity

Board of Directors

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|------------------------------------|-------------|-------------|-------------|-------------|-------------|
| Age Diversity - % 60 and Over | 38% | 38% | 50% | 60% | 50% |
| Tenure Diversity - % over 10 Years | 25% | 38% | 40% | 40% | 25% |
| Gender Diversity - % of Females | 38% | 38% | 40% | 40% | 38% |
| Ethnic Diversity - % of Minorities | 13% | 13% | 20% | 20% | 13% |



NorthWestern Energy Sustainability Key Performance Statistics 2017-2021



Executive Team

| | | | | | |
|------------------------------------|-----|-----|-----|-----|-----|
| Age Diversity - % 60 and Over | 38% | 38% | 38% | 38% | 33% |
| Tenure Diversity - % over 10 Years | 33% | 50% | 50% | 50% | 50% |
| Gender Diversity - % of Females | 38% | 38% | 38% | 38% | 44% |
| Ethnic Diversity - % of Minorities | 0% | 0% | 0% | 0% | 0% |

CEO Pay Ratio

| | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> | <u>2021</u> |
|--------------------------------------|-------------|-------------|-------------|-------------|-------------|
| To NorthWestern Average Employee Pay | 23 : 1 | 27 : 1 | 27 : 1 | 25 : 1 | 28 : 1 |
| As % of Peer Group Median CEO Pay | 78% | 89% | 98% | 89% | 79% |

Board of Director Attendance

| | | | | | |
|------------------------------|--------|-------|-------|--------|--------|
| Board Meeting held each year | 6 | 8 | 10 | 5 | 7 |
| Board meeting attendance % | 100.0% | 93.8% | 98.8% | 100.0% | 100.0% |

Corporate Governance

What we Do

- * Annual elections of all directors.
- * Majority vote plus resignation standard in uncontested elections. If a director receives more "WITHHOLD AUTHORITY" votes than "FOR" votes, the director must submit a resignation for the Board to consider.
- * Allow shareholders owning 25 percent of our shares to call a special meeting.
- * Independent board, except for our CEO.
- * Independent Board Chair.
- * Each of our board committees (Audit, Human Resource, Nominating, Safety-Environmental-Technology & Operations, and Governance & Innovation) is made up solely of independent directors.
- * Committee authority to retain independent advisors, which will be paid for by the company.
- * Code of Conduct and Ethics. Applies to all employees and Board, with a separate Code of Ethics for Chief Executive Officers and Senior Financial Officers concerning financial reporting and other related matters.
- * Robust stock ownership guidelines for executive officers and directors.
- * Place a significant portion of executive pay at risk by granting incentive awards that are paid, if earned, based on continuing annual and long-term individual and company performance.
- * Utilize multiple performance metrics for long-term incentive awards that align executive and shareholder interests.
- * Target executive pay around median of our peers, while also considering trade area economics, turn-over, tenure, experience and other factors.

What we Do Not Do

- * Use employment or golden parachute agreements.
- * Allow option repricing or liberal share recycling on our pay practices.
- * Promise multi-year guarantees for salary increases.
- * Poison pill or a shareholder rights plan.
- * Supermajority voting, except to approve certain business combinations or mergers.
- * Corporate political contributions.
- * Hedging of company securities.