

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 due each month. But the more you know about your energy use, the better you'll be able to manage it. This fact sheet provides details on the separate pieces that make up your bill and information about how we manage costs.

If you have questions or concerns about your bill, reach out to us.

☎ (888) 467-2669 weekdays from 7 a.m. - 6 p.m. 🌐 NorthWesternEnergy.com

- 1 The account holder's name, account number, account description (if applicable) and bill date.
- 2 The service address for this account.
- 3 The date payment must be received, so it is not considered past due. If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
- 4 The total amount due reflects all current and outstanding charges.
- 5 A 13-month graph representing the service provided.
- 6 Compare your days of service, energy usage, average per-day costs and daily temperatures during the same period last year, the prior month and the current month.
- 7 A snapshot of your account since your last bill. It includes the balance from any previous bills, payments, current charges and any other adjustments processed on your account, as well as your total amount due for the month. Payments received after the billing date are not included.
- 8 A summary of current charges associated with your service. (See reverse side for details).

NorthWestern Energy
Delivering a Brighter Future

Customer Service: 1-888-467-2669

Service Address: 123 MAIN ST, BUTTE MT 59701

11 E Park St | Butte, MT 59701-3711 | NorthWesternEnergy.com

CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: September 3, 2020

Bank Draft Scheduled on September 17, 2020

DUE DATE	TOTAL AMOUNT DUE
September 17, 2020	\$ 78.07

5 Your Electric Usage (kWh)

Month	kWh Used
Sep-19	493.00
Oct	17.0
Nov	15.7
Dec	16.9
Jan	52.00
Feb	52.02
Mar	62
Apr	64
May	61
Jun	
Jul	
Aug	
Sep-20	

6

Days of Service	2019	2020	2020
Days of Service	29	29	29
kWh Used	493.00	456.00	490.00
Avg. kWh per day	17.0	15.7	16.9
Avg. cost per day	\$1.39	\$2.00	\$2.02
Avg. daily temp (F)	62	64	61

5 Your Natural Gas Usage (Therms)

Month	Therms Used
Sep-19	24.00
Oct	0.8
Nov	0.8
Dec	0.5
Jan	50.61
Feb	50.60
Mar	50.58
Apr	62
May	64
Jun	
Jul	
Aug	
Sep-20	

6

Days of Service	2019	2020	2020
Days of Service	29	29	29
Therms Used	24.00	23.00	15.00
Avg. Therms per day	0.8	0.8	0.5
Avg. cost per day	\$0.61	\$0.60	\$0.58
Avg. daily temp (F)	62	64	61

7

ACCOUNT SUMMARY	DATE	AMOUNT
Previous Balance	08/16/20	\$ 130.00
Payments Received		\$ (130.00)
Current Charges		\$ 78.07

8

Service	Amount	Subtotal	TOTAL
Electric Service	\$ 19.68	\$ 31.32	\$ 51.00
Natural Gas Service	\$ 10.69	\$ 4.40	\$ 15.09
State & Local Taxes	\$ 9.65	\$ 2.33	\$ 11.98
Total Current Charges	\$ 40.02	\$ 38.05	\$ 78.07

9

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 \$123.00. Your account must be current and in good standing to qualify for budget billing.

10

IMPORTANT ACCOUNT INFORMATION
\$78.07 will be deducted from your bank account on September 17, 2020.

11

MESSAGE BOARD
The Therms rate includes an Exchange Credit which reflects Federal Columbia River Benefits supplied by Bonneville Power Administration.
Effective 09/01/2020, the gas supply rates have decreased from the previous month as a result of the supply tracker.
For questions about your bill or service, call NorthWestern Energy at 888-467-2669 (Monday through Friday, 7 a.m. to 6 p.m.) or information or to make a payment, visit us at: www.northwesternenergy.com.

Please return this portion of your bill with your payment.

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	September 17, 2020	\$ 78.07	

Bank Draft Scheduled on September 17, 2020

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001

#BXNKJDL *AUTO**SCH 5-DIGIT 69701
BAHPV TYQU U9 # 14979 95
JOHN SMITH
123 MAIN ST
BUTTE MT 50701-1111

0000 00000000 12345678 0000013553

- 9 For customers enrolled in budget billing, a summary of your actual account information is provided. For customers not currently participating in the budget billing program, we will provide an approximate budget billing amount for eligible accounts if you were to sign up for the program.
- 10 Important information related to your account or service.
- 11 The message board provides important information about rates and how to contact NorthWestern Energy.
- 12 Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. Your account number, due date, total amount due and payment mailing address are already provided. Please make sure the NorthWestern Energy address shows through the return envelope window and don't forget to allow 3-5 days for your payment to mail and process. You can also pay electronically through My Energy Account at NorthWesternEnergy.com.

(continued on back)

13 Our toll-free number and hours of operation.

14 Phone number for paying your bill.

15 Contact information for the state utility commission.

16 The start and end dates of your current meter reading.

17 The number of days in the bill cycle, which may fluctuate between billing cycles.

18 The previous and current month's meter readings.

19 The Read Code indicates if the meter read was actual or estimated. If estimated, we calculate your bill based on the past usage at the address. Any adjustments will occur with the next actual meter reading.

20 The number that, when multiplied with the meter reading, determines the actual energy used.

21 Billed kWh is the energy used in kilowatt-hours (kWh). This is calculated by subtracting your previous month meter read from your current month meter read and multiplying the difference by the Meter Multiplier.

22 Demand Read and Demand Usage are additional reads and usage included on certain types of meters to measure efficiency. Demand represents the highest usage of energy in any 15-minute period during a monthly billing cycle. Demand is measured in kilowatts (kW). High demand is typically associated with equipment start-up. By spreading equipment start-ups over a more extended period, you may be able to lower demand and reduce your demand charges.

23 The identification number of the meter located at this service.

24 The rate number and description of your rate for billing purposes.

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): the average daily temperature for the billing cycle
- Therm: unit of measurement used to bill gas usage. 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 energy value of the gas used during the billing period. A therm of natural gas is equal to 100,000 BTU.
- kW-kilowatt: the measure of the rate at which electrical energy is used. Kilo means 1000, so a kilowatt is equal to 1000 watts. Similar to a speedometer on a car that measures how fast the car is traveling at a given point in time.
- kWh-kilowatt hour: the measure of the amount of electricity used over one hour. It would be similar to the odometer on a car that tells how many miles the car traveled in one hour. The kWh is measuring the usage over a specific time frame of one hour. For example, if a heater used 1000 watts and ran for one hour, it would use 1 kWh for that hour.

NorthWestern Energy Account Number: 12345678 Page 2
 Customer Name: JOHN SMITH
 Service Address: 123 MAIN, BUTTE MT 59701

NorthWestern Energy: 1-888-467-2669
 Customer Service: (M-F 7 am - 6 pm) and Emergencies 24 hours a day

DELIVERY SERVICES

ELECTRIC DELIVERY

Read Dates	kWh Meter Readings	Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage	
From	To	Days	Previous	Current	Actual		
08/03/20	09/03/20	29	8470	8485	Actual	1	492
Meter Number: EG12365488		Rate: EG10- Residential Electric		HOUSE METER			

Res. Service Charge \$ 4.00
 Delivery Charges \$ 15.08
Electric Delivery Total \$ 19.08

NATURAL GAS DELIVERY

Read Dates	Meter Readings	Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms	
From	To	Days	Previous	Current	Actual		
08/03/20	09/03/20	29	8470	8485	Actual	15	0.8181208
Meter Number: GA123488749		Rate: G010-Residential Natural Gas		HOUSE METER			

Res. Service Charge \$ 6.50
 Delivery Charges \$ 4.19
Gas Delivery Total \$ 10.69

STATE AND LOCAL TAXES-DELIVERY

Res. Electric Tax-Delivery	\$ 7.88
Res. Gas Tax-Delivery	\$ 2.77
State and Local Tax-Delivery Total	\$ 9.65
TOTAL DELIVERY SERVICES	\$ 40.02

SUPPLY SERVICES

ELECTRIC SUPPLY

Electric Supply	\$ 31.24
Electric Supply Total	\$ 31.24

NATURAL GAS SUPPLY

Natural Gas Supply	\$ 4.40
Natural Gas Supply Total	\$ 4.40

STATE AND LOCAL TAXES-SUPPLY

Res. Electric Tax-Supply	\$ 2.27
Res. Gas Tax-Supply	\$ 0.06
State and Local Tax-Supply Total	\$ 2.33
TOTAL SUPPLY SERVICES	\$ 37.97

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.

25 A summary of your monthly usage multiplied by the rates associated with the delivery of energy with the exception of taxes, as listed on the left hand column of the page. Energy delivery charges can be thought of as cost to use the highways (pipes and wires) that deliver the energy from the generation source to the user. These charges are subject to regulation by the State Utility Commissions and, where appropriate, the Federal Regulatory Commission.

26 The amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).

27 Conversion Pressure is a factor used to convert CCF to therms for billing purposes.

28 Average BTU factor is the energy value of the gas used during the billing period. It is updated every month and is used to convert CCF to Therms for billing.

29 Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.

30 This section contains a summary of the state and local taxes based on your usage.

31 Displays the current rates and their effective date. Billing periods may include more than one effective rate.

32 Supply Services is the charge for the amount of electricity or natural gas you use. The supply may come from a variety of sources, some owned by NorthWestern Energy and others owned by third-party suppliers.