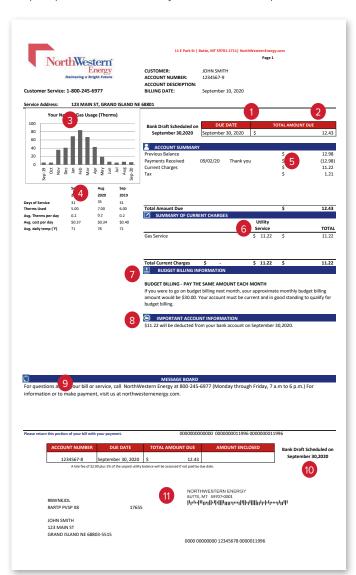
How to Read Your

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.

(800) 245-6977 weekdays from 7 a.m. - 6 p.m. 🚨 NorthWesternEnergy.com

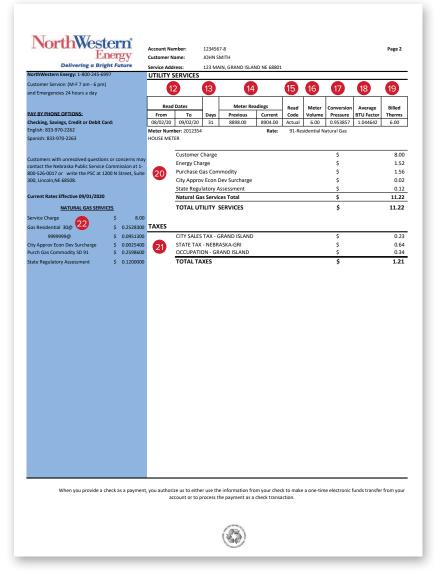


- 1. The date payment must be received, so it is not considered past due. If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
- 2. The total amount due reflects all current and outstanding charges.
- 3. Use this graph to see and compare the energy you've used over the past 13 months.
- 4. 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.
- 5. 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.

Note that payments and bill credits are shown inside parentheses, for example (12.98).

Miscellaneous Services listed here can include turn on fees, reconnect fees, deposits, transfers and refunds.

- A summary of current charges associated with your service, not including taxes. (See reverse side for details.)
- 7. 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.
- **8.** Important information related to your account or service. This can include information on budget billing, auto pay, etc.
- **9.** The message board provides important information about rates and how to contact NorthWestern Energy.
- **10.** If you are signed up for Auto Pay, you will see your bank draft date here. Learn more at NorthWesternEnergy.com/AutoPay
- 11. Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. 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.



- The start and end dates of your current meter reading.
- **13.** The number of days in the bill cycle, which may fluctuate between billing cycles.
- 14. The previous and current month's meter readings.
- 15. 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.
- 16. Meter volume is the amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).
- Conversion Pressure is a factor used to convert CCF to therms for billing purposes.
- 18. 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.
- 19. Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.
- 20. A summary of your monthly usage multiplied by all the rates associated with the delivery of your natural gas service with the exception of taxes, as listed on the left hand column of the page.
 - Customer Charge covers a portion of the costs needed to get customers set up to receive service such as the costs of our customer care system, including our contact center, walk-in offices, online bill pay, website and other services we offer to customers.
- Energy charges can be thought of as costs for the use of the highways (pipes) that deliver the energy from the generation source to the user. These charges are subject to regulation by State Utility Commissions and where appropriate, the Federal Regulatory Commission.
- The Purchase Gas Commodity is the market cost of the natural gas used during the billing period.
- City Approved Economic Development Surcharge is an economic development fee that has been in place for certain NorthWestern Energy customers since 1999. Surcharges are collected and returned to the city.
- State Regulatory Assessment is a fee assessed to customers to fund the Regulatory Commission. This fee is collected through utility billing and is returned to the State of Nebraska.
- 21. This section contains a summary of the state and local taxes based on your usage. NorthWestern Energy pays taxes to the state of Nebraska, and those taxes are passed on to our customers, so we are collecting taxes on behalf of the state for the services needed by Nebraskans.

Note: The Occupation Tax is assessed to utility companies (and passed on to customers) by the city for the right to do business in the community. Occupation or Franchise Taxes, if they exist, vary by city.

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

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.

