

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 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 If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."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, not including taxes. (See reverse side for details).

NorthWestern Energy
Delivering a Bright Future

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

CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION: [REDACTED]
BILLING DATE: September 10, 2020

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401

5 Your Electric Usage (kWh)

Month	2019	2020	2020
Sep-19	400	450	450
Oct	400	450	450
Nov	400	450	450
Dec	400	450	450
Jan	400	450	450
Feb	400	450	450
Mar	400	450	450
Apr	400	450	450
May	400	450	450
Jun	400	450	450
Jul	400	450	450
Aug	400	450	450
Sep-20	400	450	450

Sep 2019: Days of Service 32, kWh Used 612.00, Avg. kWh per day 19.1, Avg. cost per day \$2.40, Avg. daily temp (F) 68

Sep 2020: Days of Service 32, kWh Used 751.00, Avg. kWh per day 23.5, Avg. cost per day \$3.02, Avg. daily temp (F) 74

Sep 2020: Days of Service 29, kWh Used 533.00, Avg. kWh per day 18.4, Avg. cost per day \$2.51, Avg. daily temp (F) 72

5 Your Natural Gas Usage (Therms)

Month	2019	2020	2020
Sep-19	100	150	150
Oct	100	150	150
Nov	100	150	150
Dec	100	150	150
Jan	100	150	150
Feb	100	150	150
Mar	100	150	150
Apr	100	150	150
May	100	150	150
Jun	100	150	150
Jul	100	150	150
Aug	100	150	150
Sep-20	100	150	150

Sep 2019: Days of Service 32, Therms Used 400, Avg. Therms per day 12.5, Avg. cost per day \$0.32, Avg. daily temp (F) 68

Sep 2020: Days of Service 29, Therms Used 500, Avg. Therms per day 17.2, Avg. cost per day \$0.36, Avg. daily temp (F) 73

3 Bank Draft Scheduled on: September 30, 2020

DUE DATE	TOTAL AMOUNT DUE
September 30, 2020	\$ 158.32

7 ACCOUNT SUMMARY

Previous Balance	\$ 100.74
Payments Received	\$ (100.74)
Current Charges	\$ 85.90
Tax	\$ 6.15
Total Amount Due	\$ 92.05

8 SUMMARY OF CURRENT CHARGES

Service	Amount	Utility Service	TOTAL
Electric Service	\$ 74.89	\$ 74.89	\$ 74.89
Natural Gas Service	\$ 11.01	\$ 11.01	\$ 11.01
Total Current Charges	\$ 85.90	\$ 85.90	\$ 85.90

9 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 \$145.00. Your account must be current and in good standing to qualify for budget billing.

10 IMPORTANT ACCOUNT INFORMATION
\$92.05 will be deducted from your bank account on September 30, 2020.

11 MESSAGE BOARD
For questions about your bill or service, call NorthWestern Energy at 1-800-245-6977 (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. 000000000000 0000000015832 0000000015832

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	September 30, 2020	\$ 92.05	

Bank Draft Scheduled on: September 30, 2020

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 XB 17655

JOHN SMITH
123 MAIN ST
ABERDEEN SD 57401-7033

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001

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- 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.

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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

PAY BY PHONE OPTIONS:
Checking, Savings, Credit or Card: English: 833-970-2262 Spanish: 833-970-2263

Customers with unresolved questions or concerns may contact the consumer affairs division of South Dakota Public Utilities Commission at 1-800-332-1782 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 09/01/2020

UTILITY SERVICES

Read Dates			kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To	Days	Previous	Current	Actual				
08/02/20	08/31/20	29	13885.00	14418.00		1	533		

Meter Number: 1012534
HOUSE METER

Rate: 10-Electric Residential Service

Customer Charge	\$	6.00
Energy Charge	\$	57.67
Elec Fuel Purchase Power	\$	11.22
Electric Services Total	\$	74.89

GAS SERVICES

Read Dates			Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To	Days	Previous	Current	Actual				
08/02/20	08/31/20	29	3518.00	3523.00		5	0.9708078	1.076969	5.00

Meter Number: 2012354
HOUSE METER

Rate: 81-Residential Natural Gas

Customer Charge	\$	8.00
Energy Charge	\$	1.92
Purchase Gas Commodity	\$	1.33
Manufactured Gas Plant Refund	\$	(0.24)
Natural Gas Services Total	\$	11.01

NATURAL GAS SERVICES

Service Charge	\$	8.00
Gas Residential 30@	\$	0.3840000
9999999@	\$	0.1752000
Manufactured Gas Plant	\$	(0.0485000)
Refund	\$	
Purch Gas Commodity SD 81	\$	0.2664300

TAXES

CITY SALES TAX - ABERDEEN	\$	1.89
STATE TAX - SOUTH DAKOTA	\$	4.26
TOTAL TAXES	\$	6.15

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.

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

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. The Electric Fuel Purchase Power is the market cost of the fuel used to generate the electricity used and the Purchase Gas Commodity is the market cost of the natural gas used during the billing period.

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

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

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 1,000, so a kilowatt is equal to 1,000 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 1,000 watts and ran for one hour, it would use 1 kWh for that hour.