



Stay safe.
Call 811.

Sharla R.
AMR Meter Reader
6 years of service

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.
 - City Approved Economic Development Surcharge: This 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: 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.
 - Occupation Tax: A tax assessed to utility companies (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.

You're invited!

NorthWestern Energy invites you and your family to the South Dakota State Fair in Huron in August. Be sure to visit the newly renamed Warren Lotsberg NorthWestern Energy Freedom Stage, sponsored by NorthWestern Energy. The fair is Aug. 29-Sept. 2.

The new name honors former Public Utilities Commissioner, North Western employee and our friend, Mr. Warren Lotsberg. In 1999, Warren was appointed to the South Dakota State Fair commission, and served as chairperson from 2005 to 2018. Come visit us this year at the Freedom Stage as you enjoy the fair!

ENERGY CONNECTIONS

NE
JUNE 2019

How to read your bill

- 1 The account holder's name, account number, a c c o u n t 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 If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."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).

- 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.

NorthWestern Energy
Delivering a Bright Future

Customer Service: 1-800-245-6977

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

Page 1

CUSTOMER: JOHN SMITH 1

ACCOUNT NUMBER: 1234567-9

ACCOUNT DESCRIPTION:

BILLING DATE: September 10, 2018

Service Address: 123 MAIN ST, GRAND ISLAND NE 68801 2

Our Natural Gas Usage (Therms)

Month	Therms Used
Sep-17	~10
Oct	~20
Nov	~60
Dec	~250
Jan	~220
Feb	~40
Mar	~60
Apr	~40
May	~30
Jun	~20
Jul	~15
Aug	~10
Sep-18	~15

Bank Draft Scheduled on September 30, 2018 3

DUE DATE	TOTAL AMOUNT DUE
September 30, 2018	\$ 122.35

ACCOUNT SUMMARY 4

Previous Balance	\$ 83.63
Payments Received	9/2/2018 Thank you
Current Charges	\$ (83.63)
Tax	\$ 110.10
	\$ 12.25

Days of Service 6

Mar 2016	Feb 2017	Mar 2017
28	29	29
Therms Used	54.00	234.00
Avg. Therms per day	1.9	8.1
Avg. cost per day	\$1.54	\$5.36
Avg. daily temp (°F)	37	27

Total Amount Due 7 \$ 122.35

SUMMARY OF CURRENT CHARGES 8

Utility Service	TOTAL
Gas Service	\$ 110.10

Total Current Charges \$ - \$ 110.10 \$ 110.10 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 \$60.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION 10

\$122.35 will be deducted from your bank account on September 30, 2018.

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. 000000000000 0000000011996 00000000011996

ACCOUNT NUMBER	DUUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	September 30, 2018	\$ 122.35	

Bank Draft Scheduled on September 30, 2018 11

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

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001
#BWNKJDL #ARTP-PVSP-X8 17655 12

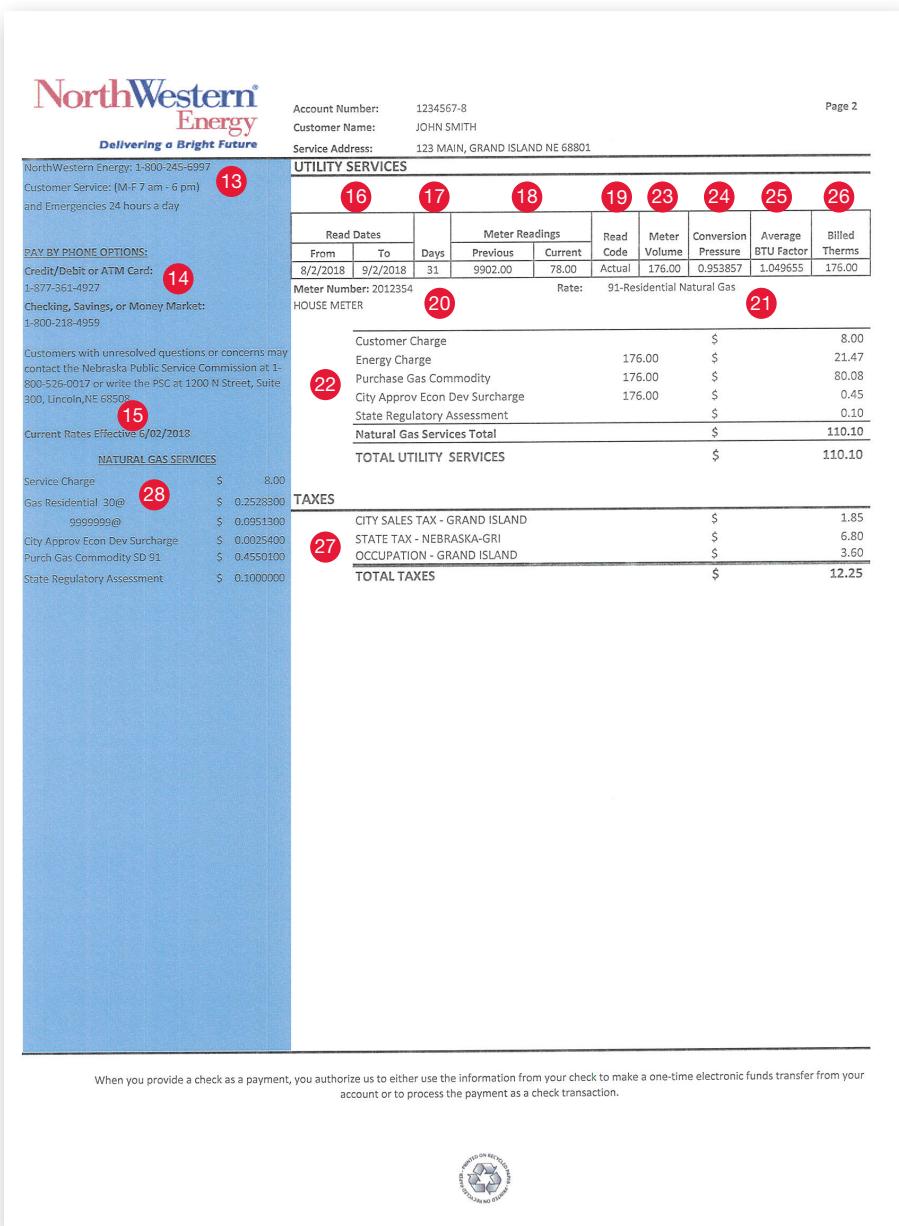
JOHN SMITH
123 MAIN ST
GRAND ISLAND NE 68803-5515

0000 00000000 12345678 0000011996

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)

NorthWestern Energy



Health Safety Tips

This summer, protect your skin!

Use a layered approach for Sun Protection.

- Sunscreen works best when used with shade or clothes, and it must be re-applied every 2 hours and after swimming, sweating or toweling off.
 - Use broad-spectrum sunscreen with at least SPF 15 to protect exposed skin.
 - Wear a hat, sunglasses and protective clothing to shield skin.
 - Seek shade, especially during midday hours.

Submitted by: Chronic Disease Prevention and Health Promotion Bureau

Source: <https://www.cdc.gov/cancer/skin>

Contact us...

MONTANA

Customer Contact Center (888) 467-2669
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service

Call Before You Dig 811
Energy Efficiency (800) 823-5995

NEBRASKA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service

Emergency 24/7 Service
Call Before You Dig 811

SOUTH DAKOTA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F

Emergency 24/7 Service
Call Before You Dig 811

PAYMENT

PAYMENT
Automated Phone
Payment Option: (800) 218-4959
(via checking, savings, or money market account)
Soc. Sec. # _____

CONNECT WITH US



We are required to translate important customer information for populations in our service area that meet a certain threshold. We have two languages that currently meet that threshold: Spanish and Karenic.

Nos preocupamos por su seguridad. Este anexo a su factura incluye mensajes importantes sobre seguridad que usted necesita saber con respecto al servicio público que le proporciona NorthWestern Energy. Comuníquese con nosotros si desea recibir la información de seguridad en español, llamando al teléfono 888-467-2669 (en Montana) 800-245-6977 (en South Dakota o Nebraska) y pregunte por las opciones de idiomas para los anexos de sus facturas.

Visit our Customer Service Offices



In April we held ribbon cutting events to celebrate the newly remodeled Kearney Customer Service office, and to open the brand new Customer Service office in Grand Island. Visit NorthWestern.com to learn about office locations and services. We hope you will take the time to drop by and see us!