



UNDERSTANDING YOUR WINTER ENERGY BILLS

This winter, our Nebraska customers may be receiving higher bills. This is due to three main factors:

1. Higher natural gas prices – Natural gas prices are higher this winter than last winter. Gas prices have nearly doubled from January 2021 to January 2022. For the last several years, we've enjoyed incredibly low natural gas prices. This year, prices are 77% higher than the 10-year average, due to lower supply and increased demand. NorthWestern Energy buys natural gas on the market, and, therefore, we have little control over gas prices. To help manage price impacts, a significant amount of winter heating natural gas is purchased by NorthWestern during the summer to take advantage of lower prices.

The market price of natural gas is reflected in the Purchase Gas Commodity on your bill. The monthly service rate, which covers the cost of the pipes and other infrastructure required to deliver natural gas to homes and businesses, is unchanged.

2. Colder weather – According to the National Weather Service, January 2022 was colder than last winter. When it's colder outside, it takes more natural gas to heat our homes, so your natural gas usage is likely higher than it was this time last year. Higher usage results in higher bills.

3. Impacts from the cold weather in February 2021 – The extremely widespread frigid winter weather in February 2021 caused energy demand to skyrocket. Natural gas prices during

last February's cold spell were much higher than normal. NorthWestern Energy worked with the Nebraska Public Service Commission to spread this price increase out over two years to make the financial impact to our customers more manageable. Customers are paying an additional 28 cents per therm in their Purchase Gas Commodity cost to cover the additional natural gas costs incurred during that extreme weather event.

Learn more at NorthWesternEnergy.com/heretohelp.

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HELP IS AVAILABLE

If you're concerned about your ability to pay your energy bill, reach out to us right away. There are programs that may be able to help.

- **The Emergency Rental Assistance*** program has funds available to assist eligible renter households that are unable to pay past-due and/or future rent, energy and utility bills due to the COVID-19 pandemic, subject to income qualifications. Learn more at coronavirus.nebraska.gov/EmergencyRentalAssistanceProgram

- **The Low Income Home Energy Assistance Program* (LIHEAP)** helps low income households stay safe and healthy by providing financial assistance to offset the costs of heating and cooling. Learn more at dhhs.ne.gov/Pages/Energy-Assistance.aspx
- **The Department of Health and Human Services** administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska. Learn more at dhhs.ne.gov/pages/accessnebraska.aspx

My Energy Account

Sign up for a My Energy Account at NorthWesternEnergy.com/create-manage-account. You can track your energy use, make payment arrangements to pay your outstanding balance in installments, and more.

**Program qualifications may apply.*