

SOUTH DAKOTA ELECTRIC RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY SIOUX FALLS SOUTH DAKOTA	<u>13th Revised</u> Canceling <u>12th Revised</u>	Section No. 1 Sheet No. 2 Sheet No. 2
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SOUTH DAKOTA ELECTRIC RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY SIOUX FALLS SOUTH DAKOTA	<u>1st Revised</u> <u>Canceling Original</u>	Section No. 1 Sheet No. 3 Sheet No. 3
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SAMPLE FORMS
NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

10th Revised
Canceling 9th Revised

Section No. 6
Sheet No. 1
Sheet No. 1



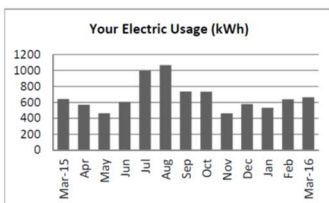
11 E Park St | Butte, MT 59701-1711 | NorthWesternEnergy.com

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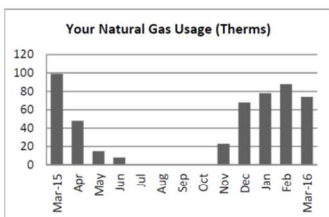
CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: March 10, 2016

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
kWh Used	641.00	637.00	663.00
Avg. kWh per day	22.1	22.0	23.7
Avg. cost per day	\$2.28	\$2.73	\$2.96
Avg. daily temp (°F)	14	19	31



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
Therms Used	99.00	88.00	74.00
Avg. Therms per day	3.4	3.0	2.6
Avg. cost per day	\$3.12	\$2.37	\$2.11
Avg. daily temp (°F)	14	19	31

Bank Draft Scheduled on	DUE DATE	TOTAL AMOUNT DUE
March 30, 2016	March 30, 2016	\$ 150.44

ACCOUNT SUMMARY			
Previous Balance		\$	156.84
Payments Received	1/15/2016	Thank you	\$ (156.84)
Current Charges		\$	141.92
Tax		\$	8.52

Total Amount Due \$ 150.44

SUMMARY OF CURRENT CHARGES			
	Utility Service		TOTAL
Electric Service	\$ 82.75	\$	82.75
Natural Gas Service	\$ 59.17	\$	59.17

Total Current Charges \$ - \$ 141.92 \$ 141.92

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 \$122.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION

\$150.44 will be deducted from your bank account on March 30, 2016

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.

00000000000000 0000000015044 0000000015044

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	March 30, 2016	\$ 150.44	

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

Bank Draft Scheduled on
March 30, 2016

JOHN SMITH
123 MAIN ST
ABERDEEN SD 57401-7033

NorthWestern Energy
Butte MT 59707-0001

0000 00000000 12345678 0000015044

Date Filed: April 20, 2016
EL16-016

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
9th Revised
Sheet No. 1.1
Canceling 8th Revised
Sheet No. 1.1



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:

Credit/Debit or ATM Card:

1-877-361-4927

Checking, Savings, or Money Market:

1-800-218-4959

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

Current Rates Effective 2/1/2016

ELECTRIC SERVICES

Service Charge	\$	6.00
Electric Residential 200@	\$	0.0998000
600@	\$	0.0982600
200@	\$	0.0890100
200@	\$	0.0720500
9999999@	\$	0.0365700
Energy Efficiency Program	\$	0.0005000
Elec Fuel Pruchase Power	\$	0.0165400

NATURAL GAS SERVICES

Service Charge	\$	8.00
Gas Residential 30@	\$	0.3849000
9999999@	\$	0.1761000
Energy Efficiency Program	\$	(0.0007000)
Pruch Gas Commodity SD 81	\$	0.4346700

UTILITY SERVICES

ELECTRIC SERVICES

Read Dates			kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	74350.00	75013.00	Actual	1	663		

Meter Number: 1012534

Rate: 10-Electric Residential Service

HOUSE METER

Customer Charge		\$	6.00
Energy Charge	663.0	\$	65.45
Elec Fuel Purchase Power	663.0	\$	10.97
Energy Efficiency Program	663.0	\$	0.33
Electric Delivery Total		\$	82.75

GAS SERVICES

Read Dates			Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	3253.00	3325.00	Actual	72	0.9708078	1.056032	74.00

Meter Number: 2012354

Rate: 81-Residential Natural Gas

HOUSE METER

Customer Charge		\$	8.00
Energy Charge	74.00	\$	19.25
Purch Gas Commodity SD 81	74.00	\$	31.97
Energy Efficiency Program	74.00	\$	(0.05)
Natural Gas Delivery Total		\$	59.17
TOTAL DELIVERY SERVICES		\$	141.92

TAXES

CITY SALES TAX - ABERDEEN	\$	2.84
STATE TAX - SOUTH DAKOTA	\$	5.68
TOTAL DELIVERY SERVICES	\$	8.52

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.



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EL16-016

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Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **6th Revised** **Sheet No. 2**
SOUTH DAKOTA **Canceling 5th Revised** **Sheet No. 2**

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

~~RE: NorthWestern Energy Payment~~

~~Dear {var id=CUSTNAME},~~

~~Recently, you used an old account number when making a payment on your NorthWestern Energy Account. Your account number is {var id=ACCOUNT} {var id=ACCTCKDGT}.~~

~~Please make the necessary changes to update your account number on your payment to NorthWestern Energy. This will ensure your account is properly credited.~~

~~If you have any questions, please call our Contact Center as follows:~~

~~Montana and Wyoming: 888-467-2669~~

~~South Dakota and Nebraska: 800-245-6977~~

~~Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.~~

~~Sincerely,~~

~~—NorthWestern Energy
—Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
8th Revised
Canceling 7th Revised
Sheet No. 3
Sheet No. 3

{var id=NOTICEDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

DISCONNECT NOTICE 1

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}
Service Address: {var id=SVCADDR}
Meter Number: {var id=METER}

T

Dear {var id=CUSTNAME},

Our records indicate your utility account is past due as follows:

Disconnect Amount \${var id=PASTDUEAMT} Total Amount of Bill \${var id=TOTALAMT}

Please disregard this notice if payment has been made.

T

Unless payment of \${var id=PASTDUEAMT} is received prior to {var id=DATEI}, service will be disconnected. Once service is disconnected, payment of the utility bill and any applicable reconnection fee will be required before service is restored.

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Reconnection fees:

Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours
Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

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You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capitol, Pierre, SD 57501, telephone number 800-332-1782.

T

Residential disconnection may be postponed for a 30-day period by presenting, prior to disconnection, a physician's certificate stating that disconnection would aggravate a resident's existing illness or handicap.

If you believe the charges on your bill are incorrect, we encourage you to contact us to discuss the disputed charges. If we cannot resolve the dispute, you should pay the undisputed portion of the bill and appeal the disputed amount to the South Dakota Public Utilities Commission.

If you have any questions, to make payment (fees may apply) or discuss possible payment arrangements, please call us at 800-245-6977 Monday-Friday, 7 a.m. - 6 p.m. (local time).

T
T

Or you can stop by one of our convenient walk-in offices. Please visit NorthWesternEnergy.com for office hours in your area.

T
T

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: April 20, 2016
EL16-016

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY _____ **Section No. 6**
SIOUX FALLS _____ **5th Revised** _____ **Sheet No. 4**
SOUTH DAKOTA _____ **Canceling 4th Revised** _____ **Sheet No. 4**

~~{var id=CUSTNAME}~~
~~{var id=ACCTADDR1}~~
~~{var id=ACCTADDR2}~~
~~{var id=ACCTADDR3}~~
~~{var id=ACCTADDR4}~~

D,T

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}~~

~~Dear {var id=CUSTNAME},~~

~~NorthWestern Energy has received a returned payment in the amount of \$ {var id=AMOUNT1} on the above account.~~

~~Your payment was returned for the following reason: {var id=COMMENT1}~~

~~Please resubmit your payment within seven (7) business days. If your account was previously in the termination process, it may continue. You may pay by choosing from any of the following options:~~

- ~~• Mail your payment to 40 E. Broadway, Butte MT 59707.
Please include your account number to expedite processing of your payment~~
- ~~• Pay online at <http://www.northwesternenergy.com>~~
- ~~• Pay by phone:
 - ~~○ Montana and Wyoming customers: 888-467-2669~~
 - ~~○ South Dakota and Nebraska customers: 800-245-6977~~~~
- ~~• Pay via an automated phone system:
 - ~~○ Checking, Savings and Money Market payment: 800-218-4959~~
 - ~~○ Credit/debit and ATM card payments via Speedpay: 877-361-4927~~~~

~~If you have any questions, please contact our Customer Care Department, Monday – Friday, 7 a.m. – 6 p.m.~~

~~Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIOUX FALLS 4th Revised Sheet No. 5
SOUTH DAKOTA Canceling 3rd Revised Sheet No. 5

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

We are writing to remind you of a balance owing with NorthWestern Energy in the amount of \${var id=AMOUNT1} that was incurred at the address of {var id=SVCADDR}.

You may make a payment using one of the following methods:

- Mail your payment to 40 E. Broadway, Butte MT 59707
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
 - Montana and Wyoming customers - 888-467-2669
 - South Dakota and Nebraska customers - 800-245-6977
- Pay via an automated phone system:
 - Checking, Savings and Money Market payment - 800-218-4959
 - Credit/debit and ATM card payments via Speedpay - 877-361-4927

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **4th Revised** **Sheet No. 6**
SOUTH DAKOTA **Canceling 3rd Revised** **Sheet No. 6**

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}

T

Dear {var id=CUSTNAME},

NorthWestern Energy has received your payment on the above account.

We are returning the payment for the following reason: {var id=COMMENT1}

Reason Code: ☐ Incorrect Payee
☐ Return Request by Customer
☐ Duplicate Payment
☐ EZ Pay Enrolled
☐ Zero Balance on Account

If you have any questions, please contact our Customer Care Department, Monday—Friday, 7 a.m.—6 p.m.

Montana and Wyoming: (888) 467-2669
South Dakota and Nebraska: (800) 245-6977

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **5th Revised** **Sheet No. 7**
SOUTH DAKOTA **Canceling 4th Revised** **Sheet No. 7**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var-

id=ACCTCKDGT} Total Owed: \${var id=ARBALANCE}

Service Address: {var id=SVCADDR}

Notice of Intent to Disconnect Service Due to Broken Payment

Arrangement Dear {var id=CUSTNAME},

According to our records, a payment arrangement for utility charges was entered on this account. That arrangement has defaulted and the account is subject to disconnect.

T
T

Please contact us regarding your account prior to {var id=DATE1}, to ensure service is not disconnected. Once service is disconnected, payment of the utility bill plus applicable reconnect fees will be required before utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.

T
T
T

Reconnection fees:

SD Electric Service—\$60.00 plus tax during business hours—\$75.00 plus tax after business hours
SD Gas Service—\$49.00 plus tax during business hours—\$69.00 plus tax after business hours
NE Gas Service—\$49.00 plus tax during business hours—\$69.00 plus tax after business hours

T
T
N
N

If you have any questions or to make a payment (fees may apply), please call us, Monday—Friday, 7 a.m.—6 p.m. (local time).

T
T

—Montana and Wyoming: (888) 467-2669
—South Dakota and Nebraska: (800) 245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

T
T

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: April 20, 2016 Effective Date: July 5, 2016
EL16-016 Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **4th Revised** **Sheet No. 8**
SOUTH DAKOTA **Canceling 3rd Revised** **Sheet No. 8**

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

This letter is to inform you that an unpaid balance has been transferred to the account number referenced above.

Balance Transferred: \${var id=AMOUNT1}

For Services At: {var id=COMMENT1}

Account Number: {var id=COMMENT2}

Services at that location were in the name of a responsible party on this account.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669

South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

~~NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY~~ ~~Section No. 6~~
~~SIOUX FALLS~~ ~~1st Revised~~ ~~Sheet No. 8.1~~
~~SOUTH DAKOTA~~ ~~Canceling Original~~ ~~Sheet No. 8.1~~

~~(SHEET LEFT BLANK INTENTIONALLY)-~~

D

Date Filed: December 19, 2014 Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **7th Revised** **Sheet No. 9**
SOUTH DAKOTA **Canceling 6th Revised** **Sheet No. 9**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. If this has already been paid, please disregard this notice.

Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. Please pay the above amount along with an additional \${var id=Amount2} service charge to avoid further action.

Please remit your payment of cash, money order, or cashier's check at one of our convenient walk-in offices (visit NorthWesternEnergy.com for office hours in your area). You may also make a payment using your credit/debit or ATM card (additional fees will apply) by calling 877-361-4927, or online at NorthWesternEnergy.com.

If you have any questions, please call us Monday – Friday, 7:00 a.m. – 6:00 p.m. at 800-245-6977.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: April 20, 2016 Effective Date: July 5, 2016
EL16-016 Issued by: Jeff Decker, Specialist Regulatory



Form No. 3612 09/09 OL

Application for New Service

Customer Information

Service Type: ☐ Residential or ☐ Commercial ☐ New Construction or ☐ Conversion

Date: _____ Account #: _____ Meter Read Cycle: _____

Customer/Company Name (Billing Name): _____ E-mail Address: _____

Secondary Contact Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____ Mobile: _____

Billing Address: _____ City: _____ State: _____ Zip: _____

Service Address: _____ City: _____ State: _____ Zip: _____

(Contact City or County Surveyor's Office for new address)

Employer: _____ SSN/DLN: _____ Birth Date: _____

Tax ID: _____

Did you have previous service with NorthWestern Energy at another address? ☐ Yes ☐ No

If Yes, address: _____ City: _____

Legal Description

Township: _____ Range: _____ Section: _____ ¼ Section: _____ Subdivision: _____ Block: _____ Lot: _____

Site Information

Service Needed: ☐ Overhead Electric ☐ Underground Electric ☐ Gas City Limits ☐ Yes ☐ No

Additional Options: ☐ Temporary Electric During Construction (Customer Charge) Wiring Permit #: _____

Load Information

Electric: Phase: ☐ 10 ☐ 30 Panel Size: _____ Amps Demand: _____ kW

Voltage: ☐ 120/240 ☐ 120/208 ☐ 240/480 ☐ 277/480

Primary Electric Heat: ☐ 1 Meter ☐ 2 Meter

Gas: Load _____ Btu/hr (total input of all appliances)

Delivery Pressure Required: ☐ 7"wc ☐ 14"wc ☐ 2psig ☐ 5psig

Requested Installation Date: _____ (You must contact NorthWestern Energy for actual installation date.)

Building info: Square Footage: _____ ft

Residential: ☐ House ☐ Mobile Home ☐ Multiplex Housing (# of Units: _____)

Garage: ☐ Electric ☐ Gas ☐ Propane ☐ Wood ☐ BTUs: _____ Other: _____

Commercial: ☐ Office ☐ Retail ☐ Restaurant ☐ Other (Describe: _____)

Primary Heating: ☐ Electric ☐ Gas ☐ Propane ☐ Wood ☐ BTUs: _____ Other: _____

Secondary Heating: ☐ Electric ☐ Gas ☐ Propane ☐ Wood ☐ BTUs: _____ Other: _____

Water Heating: ☐ Electric ☐ Gas ☐ Propane ☐ Wood ☐ BTUs: _____ Other: _____

Air Conditioning: ☐ None ☐ Central ☐ Room ☐ Electric ☐ Gas ☐ Propane

Range: ☐ Electric ☐ Gas ☐ Propane

Dryer: ☐ Electric ☐ Gas ☐ Propane

Generator: ☐ Gas ☐ Propane Frequency and Duration of Generator Test: _____

☐ BTUs: _____ Other: _____

Other: Spa/Pool/Fireplace ☐ Electric ☐ Gas ☐ Propane ☐ Wood ☐ BTUs: _____ Other: _____

Commercial Estimated Annual Consumption: Electric _____ kWh Gas _____ S.C.F.
 (Standard Cubic Feet)

SAMPLE FORMS

NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
2nd Revised **Sheet No.10.1**
Canceling 1st Revised **Sheet No.10.1**

Residential and Commercial Terms and Conditions

Electric Service

- For underground electric services, the Company will install underground facilities to extend a service line without charge to the extent of 150 feet of cable along the shortest feasible route from the distribution line to the point of service attachment.
- For underground electric services requiring more than 150 feet of cable, the Customer will make a non-refundable contribution of \$1.00 per foot exceeding the 150 feet.
- For underground electric services, the Customer will arrange and pay for all trenching and backfilling, consistent with the Company's specifications that are required for installation of the underground service line. In addition, the customer will pay the company for any conduits or fittings used in the installation of such service line.
- The Company has the right of access to the Customer's premise, including right-of-way, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any service lines, meters, devices and other equipment and facilities used in connection with furnishing of any or all service, including any necessary repairs and maintenance, or for the purpose of removing its property and for all other proper purposes.
- In case the Customer is not the owner of the premises or of the intervening property between the premises and the Company's lines, the Customer will obtain from the property owner(s) the necessary consent to install and maintain in said premises all such electric equipment as is necessary or convenient for supplying electricity to the Customer.
- The Customer will properly protect the Company's property on the customer's premises from loss or damage and will permit no one who is not an agent of the Company to remove or tamper with the Company's property.

Natural Gas Service

- Residential customers using natural gas as their primary heating source and for water heating will be charged a \$90 connection fee for the first 150 feet of service pipe. Distance beyond 150 feet may result in the company requiring a Contribution in Aid of Construction (CIAC).
- Residential customers using natural gas for space heating only, fireplace only, water heating only, natural gas grill only, or any combination other than primary space heating and water heating, as described above, NorthWestern Energy may require a CIAC to aid in the construction expense to serve the customer.
- Mobile Home customers using natural gas as their primary heating source and for water heating will be charged a \$75 connection fee for the first 50 feet of service pipe. Distance beyond 50 feet may result in the company requiring a Contribution in Aid of Construction (CIAC).
- Commercial and Industrial Customers requesting natural gas service will require an economic feasibility study. This study will take into consideration the total cost of serving the customer and the expected revenue from the Customer. If the Company determines the extension of service to the Customer is not economically feasible, the Company may require a Contribution in Aid of Construction from the Customer.
- In instances where a CIAC is required, three years after the project has been completed, the Company will review the three-year average use. If actual volumes vary from projected volumes by 20% or more, the Company will charge or credit the customer for the variance, without interest, in projected CIAC.
- Installation of gas service lines are scheduled by the company for completion during the regular construction season. The Company may make a charge for the added cost of the construction of a gas service line if the installation is required when the ground is frozen.
- The Company will not install gas services and mains until the surface has been graded to within 6 inches of a permanent established elevation.
- The company will not begin construction process until the \$90, or other predetermined connection fee has been paid in full.
- The Company has the right of access to the Customer's premise, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any meters, devices and other equipment and used in connection or disconnection of any or all service equipment, for the purpose of removing its property and for all other proper purposes.
- In case the Customer is not the owner of the premises or of the intervening property between the premises and the Company's lines, the Customer will obtain from the property owner(s) the necessary consent to install and maintain in said premises all such gas equipment as is necessary or convenient for supplying gas to the Customer.
- The Customer will properly protect the Company's property on the Customer's premises from loss or damage and will permit no one who is not an agent of the Company to remove or tamper with the Company's property.

Natural Gas Meter Placement Requirements

- a. Gas meters shall be located in ventilated spaces readily accessible for examination, reading, replacement or necessary maintenance. (For example, decks cannot be constructed over a gas meter.)
- b. Gas meters shall not be placed where they will be subject to damage, such as adjacent to a driveway or other locations subject to vehicular traffic, under fire escape, in public passages, halls or where they will be subject to excessive corrosion or vibration.
- c. Gas meters shall be located at least three (3) feet from any source of ignition or any source of heat, which might damage the meter.
- d. Gas meters shall not be located where they will be subjected to extreme temperatures or sudden extreme changes in the temperature (e.g., air ducts, dryer vents). Meters shall not be located in areas where they are subjected to temperatures beyond those recommended by the manufacturer.
- e. Minimum distances between gas meters to furnace intakes shall be followed per the manufacturer's specifications.
- f. NorthWestern Energy requires a minimum of a four (4)-foot clear zone in front of the gas meter.
- g. Conditions may exist which will require other restrictions or distances (e.g., multiple meters or commercial/industrial).
- h. No structures or buildings can be located over underground natural gas lines.
- i. Any exceptions require the approval of NorthWestern Energy prior to the start of construction. If violations or deviations are determined, the customer will bear the cost of corrections.

Electric Meter Placement Requirements

- a. Electric meters shall be located in spaces readily accessible for examination, reading, replacement or necessary maintenance. (For example, decks cannot be constructed over electric meters.)
- b. Electric meters shall be installed so that the center of the meter cover will be no less than five (5), nor more than six (6) feet above the finished grade or permanent platform.
- c. Electric meters shall not be placed where they will be subject to damage, such as adjacent to a driveway or other locations subject to vehicular traffic, under fire escape, in public passages, halls or where they will obstruct the opening of doors or windows or a location that may be considered hazardous.
- d. NorthWestern Energy requires a minimum of a three (3)-foot clear zone in front of the electric meter.
- e. Conditions may exist which will require other restrictions or distances (e.g., multiple meters or commercial/industrial).
- f. Any exceptions require the approval of NorthWestern Energy prior to the start of construction. If violations or deviations are determined, the customer will bear the cost of corrections.

Please Sign below acknowledging you have read and understand the above information.

Customer Signature _____ Date _____

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **3rd Revised** **Sheet No. 11**
SOUTH DAKOTA **Cancelling 2nd Revised** **Sheet No. 11**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}-

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account.—

T
T

Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. Please pay the above amount with certified funds along with an additional \${var id=AMOUNT2} service charge to avoid further action.—

T
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T

Please remit your payment of cash, money order, or cashier's check at one of our convenient walk-in offices (visit NorthWesternEnergy.com for office hours in your area). You may also make a payment using your credit/debit or ATM card (additional fees will apply) by calling 877-361-4927 or online at NorthWesternEnergy.com.—

T
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T
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Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months.—

T
T

If you have any questions, please call us Monday—Friday, 7 a.m. to 6 p.m. at 800-245-6977.—

T

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: April 20, 2016 **Effective Date:** July 5, 2016
EL16-016 **Issued by:** Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **3rd Revised** **Sheet No. 12**
SOUTH DAKOTA **Cancelling 2nd Revised** **Sheet No. 12**

D, N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Recently, you contacted NorthWestern Energy about a change to your account, and we want to assist you as quickly as possible. However, to maintain your account security and the confidentiality of our customer records, we need to speak with you to verify the requested change.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **2nd Revised** **Sheet No.12.1**
SOUTH DAKOTA **Cancelling 1st Revised** **Sheet No.12.1**

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D

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 13**
SOUTH DAKOTA **Cancelling** **Original** **Sheet No. 13**

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}-

Dear {var id=CUSTNAME},

We are attempting to locate you because our records indicate that you contacted us to put utility services (gas, electric, or both) into your name at {var id=COMMENT3}.

We have your deposit but need to contact you to complete the move in process. Please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.-

—Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

~~NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY~~ ~~Section No. 6~~
~~SIOUX FALLS~~ ~~3rd Revised~~ ~~Sheet No.13.1~~
~~SOUTH DAKOTA~~ ~~Canceling 2nd Revised~~ ~~Sheet No.13.1~~

~~(SHEET LEFT BLANK INTENTIONALLY)-~~

D

Date Filed: December 19, 2014 Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **2nd Revised** **Sheet No. 14**
SOUTH DAKOTA **Cancelling 1st Revised** **Sheet No. 14**

D, N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Dear

{var id=CUSTNAME},

This letter is to inform you the guarantor on this account has expired.

Because of your credit history, we are requesting a security deposit in the amount of \${var id=AMOUNT1}. This deposit charge will be reflected on your next bill. South Dakota customers may be eligible for an early payment option in lieu of a charged security deposit.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

~~_____~~ **SAMPLE FORMS**

~~NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY~~ ~~Section No. 6~~
~~SIOUX FALLS~~ ~~1st Revised~~ ~~Sheet No.14.1~~
~~SOUTH DAKOTA~~ ~~Canceling Original~~ ~~Sheet No.14.1~~

~~(SHEET LEFT BLANK INTENTIONALLY)-~~

D

Date Filed: December 19, 2014 Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	2nd Revised Sheet No. 15
SOUTH DAKOTA	Canceling 1st Revised Sheet No. 15

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Dear {var id=CUSTNAME},

As a result of your conversation with NorthWestern Energy on {var id=SYSTEMDATE}, you have agreed to be the guarantor of utility services for:

Account Name: {var id=COMMENT2}
Account Address: {var id=COMMENT3}
Account Number: {var id=COMMENT1}
Guaranteed Amount: \${var id=AMOUNT1}

As a guarantor, you will be responsible for any unpaid utility bills effective {var id=DATE1} on the account. This agreement is in effect for one year from the date of this letter or until you provide NorthWestern Energy with 60 days written notice that you would like to be removed as a guarantor on this account.

During the next 12 months, if the account is closed or disconnected for non-payment and a balance remains unpaid by the customer, this balance will be transferred to your account, and an outside collection agency may be utilized to collect the balance.

It is your responsibility to inform NorthWestern Energy of changes of address, etc. to ensure we are able to contact you regarding the status of the account you have guaranteed.

If you have any questions, please call NorthWestern Energy at 800-245-6977. Customer service representatives are available Monday-Friday, 7 a.m. - 6 p.m.

Guarantor Signature

Date

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **2nd Revised** **Sheet No. 16**
SOUTH DAKOTA **Canceling 1st Revised** **Sheet No. 16**

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Dear {var id=CUSTNAME},

This letter is to inform you that \${var id=AMOUNT1} has been transferred to your account.

As a guarantor for {var id=COMMENT1}, you agreed to be responsible for any unpaid debts that were incurred after the service began.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-
6977

Customer service representatives are available Monday-Friday, 7:00 a.m.—6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care
Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 17**
SOUTH DAKOTA **Canceling Original** **Sheet No. 17**

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

Dear {var id=CUSTNAME},

~~We are contacting you because we have been unable to verify the customer information shown on your account. Please call our Contact Center as follows:~~

~~Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977~~

~~Failure to contact our office within five days from the date of this letter may result in termination. We thank you in advance for your prompt response.~~

~~Customer Service Representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.~~

Sincerely,

NorthWestern Energy-
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **2nd Revised** **Sheet No. 18**
SOUTH DAKOTA **Canceling 1st Revised** **Sheet No. 18**

~~{var id=CUSTNAME}~~
~~{var id=ACCTADDR1}~~
~~{var id=ACCTADDR2}~~
~~{var id=ACCTADDR3}~~
~~{var id=ACCTADDR4}~~

N

~~Customer Name: {var id=CUSTNAME} Service~~

~~Address: {var id=SVCADDR}~~

~~Service Dates: {var id=ACCTINTTDT} to {var id=ACCTDISCDT}~~

~~(If no end date, then to present);~~

~~Recently, you requested a letter of credit from NorthWestern Energy. Based upon your payment history with NorthWestern Energy, you have established a credit rating of {var id=COMMENT1}.~~

~~If you have any questions, please call our Contact Center as follows:~~

~~Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977~~

~~Customer service representatives are available Monday Friday, 7:00 a.m. — 6:00 p.m.~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	3rd Revised Sheet No. 19
SOUTH DAKOTA	Canceling 2nd Revised Sheet No. 19

{var id=CUSTNAME}
{var id=ACCTADDR 1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

D, N

RE: Account Number: {var id=ACCOUNTX}-{var id=ACCTCKDGT}
Balance: {var id=AMOUNT1}
Service Address: {var id=COMMENT2}
Disputed Name: {var id=COMMENT1}

Dear {var id=CUSTNAME}:

You recently contacted our office to dispute your responsibility for the account above. It is important you complete the enclosed questionnaire and return it to us for review. You must also provide reasons as to why you believe these charges are not yours, as well as any evidence that supports these claims, two (2) forms of identification, and a police report stating that the charges billed to you were without your knowledge.

Please have the form notarized. It is important that you read and complete the instructions as indicated in this packet. If you do not complete all of the requirements, we will continue to hold you responsible for this bill. Upon receipt of the requested information, we will review your situation and make a determination regarding the disputed charges. We will contact you once a decision has been reached.

Please return the completed packet and documentation to:

NorthWestern Energy
Credit and Collections
Department 40 E. Broadway St.
Butte, MT 59701

We will not change the name on this account until proof of the new responsible party is provided.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014

Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
2nd Revised
Sheet No.19.1
Canceling 1st Revised
Sheet No.19.1

Account Number: {var id=ACCOUNTX}-{var id=ACCTCKDGT}
Service Address: {var id=COMMENT2}

D, N

QUESTIONNAIRE TO BE COMPLETED BY PERSON DISPUTING BILL

Name of person disputing the bill

Current **address**

Current phone number_____

Employer phone number_____

Social Security number_____

Landlord's phone number_____

Have you ever lived at the disputed service address? Yes_ No_

If yes, during what time frame?_____

Have you ever had a disputed bill with North Western Energy? Yes_ No_

If yes, during what time frame?

Do you recognize the address on the disputed account? Yes_ No_

If yes, what is the name of the person it belongs to and what is their relationship to you?

Did you have utility service in your name during the time of the disputed account? Yes No

If yes, what was your address?_____

What utility company was it with?_____

What is their telephone number so we can verify service?_____

Do you know who placed this bill in your name? Yes_ No_

If yes, who?_____

What is their relationship to you?_____

What is their current address and phone number?_____

By signing below, I acknowledge that I did not request service at the address listed on the previous page, and therefore, did not incur the charges. I have filed a police report and will prosecute the responsible person.

YOUR PRINTED NAME

YOUR SIGNATURE

NOTARY SIGNATURE AND SEAL

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. **6**
SIOUX FALLS 2nd Revised Sheet No. **20**
SOUTH DAKOTA Canceling 1st Revised Sheet No. **20**

T



NorthWestern
Energy
Delivering a Bright Future

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory



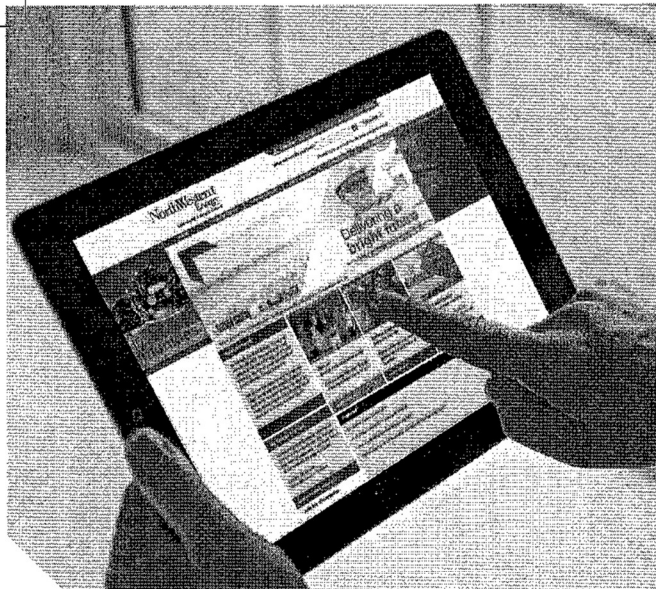
Welcome to NorthWestern Energy

We are happy to have you as a customer. To help you settle in, we've put together some useful information about your electric and gas services, the many valuable programs we offer, and some of our company's policies and practices.

As an energy provider for more than 100 years, we're committed to delivering the energy and exceptional service our customers and communities count on – safely, efficiently and responsibly. To learn more about NorthWestern Energy or any of the subjects covered in this booklet, visit NorthWesternEnergy.com.

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MY ENERGY

NorthWestern Energy makes it easy to manage your energy account right from our website. You can track your energy use, sign up for paperless billing, register for EZ Pay, make a one-time payment and report a power outage. You can even start, stop or transfer service if needed.

Register for your My Energy Account today:

1. Go to **NorthWesternEnergy.com**.
2. Click on the **My Energy Account** button.
3. Click on **Register for My Energy Account** under the User ID and password boxes.
4. Fill out the registration form and submit.
You will need your account number and one piece of personal identification information, such as your date of birth or Social Security number.
5. Once you have chosen your username and password, you will be able to log in to the portal dashboard whenever you want from wherever you are!

SAFETY

Reporting a Power Outage

When outages occur, we make every effort to restore power as quickly and safely as possible – day and night, weekends and holidays. If you experience a loss of power not caused by a blown fuse or tripped circuit breaker in your home, please report the outage immediately by calling NorthWestern Energy at 800-245-6977 or contacting us online from your My Energy Account.

Pipelines and Power Lines

At NorthWestern Energy, we're committed to your safety as well as the safe and reliable operation of our entire electric power line and natural gas pipeline system. When it comes to power lines, we urge you to look up, look out and always stay at least 10 feet clear. If you're planning on doing any digging, the law requires that you **call 811** at least two days prior to have underground utility lines properly marked.

The maintenance of buried gas piping downstream from the gas meter to gas-fired appliances or other various structures on the property is the responsibility of the home/property owner or current occupant. NorthWestern Energy is required to inform customers with privately owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks, and metallic pipes should also be inspected for corrosion by qualified professionals. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off. Piping that is not maintained may be subject to corrosion or leaking. When digging near buried gas pipes, the location of the pipes should be identified in advance and the excavation done by hand.

METER READING AND ESTIMATES

NorthWestern Energy reads your meter(s) approximately the same date each month. Your monthly bill reflects the amount of electricity or natural gas used since your last meter(s) reading. You can also check your energy usage at any time by logging into your My Energy Account.

A NorthWestern Energy meter reader needs unrestricted access to your meter(s). Please be sure to have your gates opened, dogs chained or secured inside, and a path cleared when your meter is scheduled to be read.

If our meter reader is unable to access your meter(s), your bill may be estimated according to your past electric or gas usage. Any variance from actual usage will be automatically adjusted with the next read of your meter. Estimated readings are indicated on your statement.

Customers in remote locations who are required to read their own meter(s) may submit meter readings online at NorthWesternEnergy.com or by calling our Contact Center at 800-245-6977.

REGULATION

NorthWestern Energy is regulated by the South Dakota Public Utilities Commission (PUC) and the Nebraska Public Service Commission (PSC). Any decision made by NorthWestern Energy can be appealed to the PUC/PSC.

South Dakota PUC: 800-332-1782

Nebraska PSC: 800-526-0017

UNDERSTANDING YOUR BILL

Customer Connection Charge

A \$10 Customer Connection Charge will appear on your first month's bill to help offset the costs of establishing your power, opening your account and handling other service-related matters.

Security Deposit

NorthWestern Energy generally requires a deposit to establish service, depending on your credit history or previous payment history. Interest is paid on the deposit the day it is received. After 12 months of prompt payments, NorthWestern Energy will refund your deposit plus any accrued interest back to your account. If you disconnect service, your deposit will be applied to your final bill.

NorthWestern Energy offers the following options in lieu of a deposit:

South Dakota/Nebraska Customers

- **Guarantor** – While you establish credit, use a satisfactory third party to assume responsibility for your account.
- **Reference Letter** – Establish credit by providing a letter of satisfactory credit from a previous energy provider.

South Dakota Customers Only

- **Early Pay** – While you establish credit, pay your NorthWestern Energy bills by their due dates.

PAYMENT AND BILLING OPTIONS

You have several payment options available to you:

- Sign up **online**, through your My Energy Account, for EZ Pay, which automatically deducts your monthly payment from your checking or savings account.
- **Speedpay** lets you make a payment online from your checking, savings or money market account, or by using your credit/debit or ATM card. (A convenience fee applies for debit or credit cards.)
- You can call one of our toll-free numbers to **pay over the phone**.
 - 800-218-4959 to use your checking, savings or money market account.
 - 877-361-4927 to use your credit/debit or ATM cards. (A convenience fee applies.)
- **Send us a check** in the mail.
NorthWestern Energy
40 E. Broadway • Butte, MT 59701-9394
- Stop by one of our convenient local offices (cash, checks and money orders accepted).
- **Pay by text** (learn more at your My Energy Account).

Late Payment Charge

Payments for statements not paid by the due date are subject to a late payment charge. A late fee of \$2 plus one percent of the unpaid utility balance will be assessed if not paid prior to the due date indicated on your bill. Any payment returned by the bank to NorthWestern Energy will be subject to a \$15 return-payment fee.

Budget Billing

NorthWestern Energy offers a Budget Billing program in which your monthly utility bill will be nearly the same each month as we average your yearly energy costs into more affordable monthly payments. This program works well in conjunction with the EZ Pay program.

Efficiency Plus

As a NorthWestern Energy customer, you have access to a wide variety of energy efficiency programs. From rebates and incentives, to numerous electric and natural gas money-saving tips, we make it easy to better manage your budget as well as your energy usage. To learn more about all the programs and rebates offered, call 800-823-5995 or visit NorthWesternEnergy.com/Eplus.

DISCONNECTING, RECONNECTING OR TRANSFERRING SERVICE

Disconnecting Service

If you would like to have your electric or natural gas service disconnected, please let us know at least one business day in advance.

You also can disconnect service online. From your My Energy Account dashboard, click on Service Requests in the blue main navigation and then click on Transfer/Discontinue in the grey bar to the left. Fill out the form to schedule when you'd like service to stop. You also can disconnect service by calling our Contact Center at 800-245-6977.

If at any time a hazardous condition is discovered, NorthWestern Energy may immediately disconnect service until the condition is corrected. When possible, you will be notified in advance of such a discontinuance.

While we do not like to disconnect or refuse service to any of our customers, sometimes it may be necessary for reasons that include:

- Nonpayment of an energy bill.
- Failure to pay a required deposit or meet credit requirements.
- Violation of NorthWestern Energy's rules on file with the Regulatory Commission.
- Failure to meet the terms of contract for service in furnishing those things necessary to obtain service.
- Failure to allow access to NorthWestern Energy equipment located on the customer premises for meter reading, inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.
- Unauthorized use or tampering with NorthWestern Energy's service equipment.

Disconnection Due to Nonpayment

Customers who do not pay their bill are subject to having their service disconnected. The customer will need to pay all the amount due on the account, including late payment charges, to avoid a disconnection. However, we realize that financial emergencies occur. If you receive a disconnection notice and cannot pay by the disconnection date, please call NorthWestern Energy at 888-487-2664 to discuss possible payment arrangements.

The following conditions are taken into consideration **prior** to disconnecting your service:

- Only the service for which the bill is delinquent may be disconnected.
- In cases of fraud, illegal use or when it is clearly indicated that you are preparing to leave, we will provide written notice giving you additional time in which to pay the bill.
- If this is your first disconnection notice, we will attempt to notify you by telephone, personal visit or certified mail and provide you the information about your right to appeal to the PSC/PUC.
- If a bona fide or just dispute concerning the bill exists. A bona fide dispute is defined by your paying the undisputed portion of a bill and contacting the PSC/PUC within the required time frame.
- If you present a physician's certificate stating that disconnection would aggravate an existing medical emergency.
- Your service will not be disconnected on any Friday, Saturday, Sunday or legal holiday or at any time when NorthWestern Energy's business offices are not open to the public.
- If you receive both gas and electric service, you may have payments applied to either portion in order to avoid disconnection of that service.
- In a landlord-tenant situation, where the service is in the landlord's name, NorthWestern Energy will not disconnect the service until the tenant has been offered the service in their own name.

Reconnection After Nonpayment

When service has been disconnected for nonpayment, the following conditions apply for reconnection:

- You must pay all past due utility bills, including late-payment charges.
- You must pay the applicable reconnection charge.
- You may be required to pay a deposit or an increase to an existing deposit.

Transferring Service

If you plan to move to another location within the NorthWestern Energy service area, you can transfer your service to the new address.

If you would like to have your electric or natural gas service transferred, please let us know one day in advance.

From your My Energy Account dashboard online, click on Service Requests in the blue main navigation bar and then click on Transfer/Discontinue in the grey bar to the left. Fill out the form to schedule the transfer. You can also transfer service by calling our Contact Center at 800-245-6977.

[illegible]

QUICK CONTACT GUIDE

Report Power Outages

800-245-6997

Payment Address

NorthWestern Energy

Customer Services

40 E. Broadway

Butte, MT 59701

Customer Contact Center

Monday-Friday 7am-6pm and

24/7 Emergency Service

800-245-6977

Call Before You Dig

South Dakota One Call

800-781-7474 or 811

Diggers Hotline of Nebraska

800-331-5666 or 811

NorthWesternEnergy.com

NorthWestern[®]
Energy

Delivering a Bright Future

South Dakota / Nebraska

SAMPLE FORMS

~~NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY~~ ~~Section No. 6~~
~~SIOUX FALLS~~ ~~2nd Revised~~ ~~Sheet No. 21~~
~~SOUTH DAKOTA~~ ~~Canceling 1st Revised~~ ~~Sheet No. 21~~

~~{var id=CUSTNAME}~~
~~{var id=ACCTADDR1}~~
~~{var id=ACCTADDR2}~~
~~{var id=ACCTADDR3}~~
~~{var id=ACCTADDR4}~~

D, N

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Service~~

~~Address: {var id=SVCADDR}~~

~~Dear {var id=CUSTNAME},~~

~~In a recent review of your account, we determined that your {var id=COMMENT1} has been billing on an incorrect rate(s). We have updated our records to reflect the correct rate. Your future billing statements will reflect this change.~~

~~If you have any questions, please call our Contact Center as follows:~~

~~Montana and Wyoming: 888 467 2669 South
Dakota and Nebraska: 800 245 6977~~

~~Customer service representatives are available Monday Friday, 7:00 a.m.—6:00 p.m.—~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

~~Date Filed: December 19, 2014~~ ~~Effective Date: December 29, 2015~~
~~Issued by: Jeff Decker, Specialist Regulatory~~

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **3rd Revised** **Sheet No. 22**
SOUTH DAKOTA **Canceling 2nd Revised** **Sheet No. 22**

{var id=CUSTNAME}
{var id=ACCTADDR 1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

T

Account Number: {var id=ACCOUNT} {var

id=ACCTCKDGT} Dear {var id=CUSTNAME},

NorthWestern Energy has received notice of bankruptcy petition.

According to Section 366 of the bankruptcy laws, a utility may require adequate assurance of payment to be made for continued service within 20 days of the date of filing.

A post petition account has been established and is referenced by the above account number. A deposit in the amount of \${var id=AMOUNT1} has been assessed on this account.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669 South
Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **4th Revised** **Sheet No. 23**
SOUTH DAKOTA **Canceling 3rd Revised** **Sheet No. 23**

{var id=SYSTEMDATE}

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Our records indicate you are enrolled in NorthWestern Energy's Budget Billing Program. This program is a convenient way of paying the same amount each month. The review of your account shows that payment is past due. If the past due amount is not received within 10 days from the date of this letter, the account will be removed from the program prior to your next billing. If the account is removed from the program the account balance will be applied to your next billing statement. To be eligible for re-enrollment in the Budget Billing Program the total account balance needs to be resolved.

NorthWestern Energy's Budget Billing Program makes paying your monthly utility bill easy. To make this process easier, we offer NorthWestern Energy's EZ Pay Program. With NorthWestern Energy's EZ Pay Program, your utility bill is automatically withdrawn from your bank account on the day of your choice.

If you have any questions or would like to make payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016 **Effective Date: September 1, 2016**
EL16-027 **Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 24**
SOUTH DAKOTA **Canceling Original** **Sheet No. 24**

~~{var id=CUSTNAME}~~
~~{var id=ACCTADDR1}~~
~~{var id=ACCTADDR2}~~
~~{var id=ACCTADDR3}~~
~~{var id=ACCTADDR4}~~

T

Dear ~~{var id=CUSTNAME}~~,

~~After reviewing our records, we have determined that within the past 12 months, you have received three or more disconnect notices on your utility account, or have had service disconnected one or more times due to non-payment. According to our credit policy, this demonstrates unsatisfactory credit.~~

~~Because of this, your account has been assessed a deposit in the amount of \$ {var id=AMOUNT1} which is equal to one sixth of your estimated annual utility charges. This deposit will be set to bill in four installments beginning with your next bill.~~

~~To re-establish satisfactory credit with NorthWestern Energy, you must receive less than three disconnect notices or not have services disconnected for non-payment for a 12 month period. Upon obtaining satisfactory credit, the deposit amount and accrued interest will be applied to your utility account.~~

~~If you wish to discuss your account with a NorthWestern Energy representative, please contact our Customer Care Center at 800-245-6977.~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 25**
SOUTH DAKOTA **Canceling Original** **Sheet No. 25**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

RE: Budget Bill Annual Review

After an annual review of your Budget Billing amount, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.

If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016 **Effective Date: September 1, 2016**
EL16-027 **Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 26**
SOUTH DAKOTA **Canceling Original** **Sheet No. 26**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

You are currently enrolled in our Budget Billing program. Because you have a large credit balance on your account, our program can no longer calculate an accurate Budget Billing amount.

D

Your account has been removed from our Budget Billing program. If you would like to re-enroll in our Budget Billing program, please contact us and we can review your account with you.

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If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

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Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

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Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016 Effective Date: September 1, 2016
EL16-027 Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 27**
SOUTH DAKOTA **Canceling Original** **Sheet No. 27**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACGTADDR1}
{var id=ACGTADDR2}
{var id=ACGTADDR3}
{var id=ACGTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

RE: Budget Billing Welcome Letter

Thank you for participating in NorthWestern Energy's Budget Billing Program. By enrolling in this program, you level out the seasonal highs and lows of your utility bill by dividing your energy use into equal monthly payments. We have calculated that your monthly budget bill amount will be \${var id=BUDGETAMT}, and will begin with your next bill. As a Budget Billing customer, your monthly statements will include a summary of current charges, current account balance and current Budget Bill amount due. Budget Billing plans are reviewed throughout the year. If your energy use goes up or down compared to last year or energy prices change, it may be necessary to adjust your Budget Billing amount accordingly. We will notify you prior to any changes becoming effective. If you have any questions about the balances of your account, please contact us and we can review your account with you.

Please note your continued participation in the program requires we receive your Budget Bill payment by the due date each month. If you decide to discontinue participation in the program or close your account, the actual account balance will be applied to your next billing statement.

If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016 **Effective Date: September 1, 2016**
EL16-027 **Issued by: Jeff Decker, Specialist Regulatory**

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 28**
SOUTH DAKOTA **Canceling Original** **Sheet No. 28**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

RE: Budget Bill Quality Review

After a review of your Budget Billing account, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.

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TD

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.

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If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

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Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

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Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016 **Effective Date: September 1, 2016**
EL16-027 **Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 29**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

CLOSING BILL FINAL NOTICE

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

As of {var id=NOTICEDATE}, our records indicate a remaining balance in the amount of \${var id=TOTALAMT} for services provided to you at {var id=SVCADDR}.

If you have already paid this amount, please disregard this notice. If settlement of the account balance has not been made, please submit payment within 15 days from the date of this letter. If payment is not received in the time provided, we may refer this matter to an outside agency for further collection action.

You may make a payment using one of the following methods:

- Mail your payment to 40 E. Broadway, Butte MT 59707
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
 - Montana and Wyoming customers: 888-467-2669
 - South Dakota and Nebraska customers: 800-245-6977
- Pay via an automated phone system:
 - Checking, Savings and Money Market payment: 800-218-4959
 - Credit/debit and ATM card payments via Speedpay: 877-361-4927

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. – 6:00p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 30**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

CLOSING BILL REMINDER

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

As of {var id=NOTICEDATE}, our records indicate a remaining balance in the amount of \${var id=TOTALAMT} for services provided to you at {var id=SVCADDR}.

If you have already paid this amount, please disregard this letter. If you have not paid this amount, please make a payment as soon as possible using one of the methods below:

- Mail your payment to 40 E. Broadway, Butte MT 59707
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
 - Montana and Wyoming customers: 888-467-2669
 - South Dakota and Nebraska customers: 800-245-6977
- Pay via an automated phone system:
 - Checking, Savings and Money Market payment: 800-218-4959
 - Credit/debit and ATM card payments via Speedpay: 877-361-4927

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.—6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 31**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

NOTICE TO LANDLORD

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

On or after {var id=PMTDUE DATE}, the tenant(s) residing at {var id=SVCADDR} will be notified of termination of electric and/or gas service.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 32**
SOUTH DAKOTA

TENANT NOTICE OF TERMINATION

N

~~Electric and/or Gas Service will be terminated at the address listed below by NorthWestern Energy due to non-payment of delinquent charges.~~

~~Customer Name: {var id=CUSTNAME}~~

~~Average Monthly Bills:~~

~~Largest Bill Last 12 Months:-~~

~~Date of Notification:~~

~~Date of Termination:~~

~~Service Address: {var id=SVCADDR}~~

~~To avoid being terminated, please call our Contact Center as follows:~~

~~Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977~~

~~Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.~~

~~State Law and/or Public Service Commission/Public Utility Commission may give the tenant certain rights with respect to which the tenant may wish to consult an attorney or Legal Services.~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 33**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Congratulations! Because you have promptly paid your NorthWestern Energy bill the past 12 months, you have established satisfactory credit with us.

We would also like to take this opportunity to inform you of several payment options NorthWestern Energy offers to make bill paying easier:

- **EZ Pay**—This option allows you to have your monthly payment automatically withdrawn from your checking or savings account on the day of your choice.
- **Credit Card Payment**—You can pay your NorthWestern Energy bill using your Visa, Mastercard, or Discover card. You may also have your monthly energy charges paid by your credit card automatically.
- **Budget Billing**—This option allows you to pay an equal amount each month on your NorthWestern Energy bill.

If you have any questions or would like to sign up for one of these payment options, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m.—6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **1st Revised** **Sheet No. 34**
SOUTH DAKOTA **Original** **Sheet No. 34**

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. Your account has been removed from the EZ Pay Program due to non-sufficient funds history.

Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. Please pay the above amount with an additional \${var id=AMOUNT2} service charge in the form of cash, money order, or cashier's check at one of our convenient walk-in offices (visit NorthWesternEnergy.com for office hours in your area). You may also make a payment using your credit/debit or ATM card (additional fees will apply) by calling 877-361-4927 or online at NorthWesternEnergy.com.

Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months.

If you have any questions, please call us Monday – Friday, 7 a.m. to 6 p.m. at 800-245-6977. Sincerely,

NorthWestern Energy
Customer Care Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 35

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Thank you for your interest in NorthWestern Energy's EZ Pay Program.

Please review the terms and conditions of the EZ Pay Program listed on the attached authorization form. Complete the form, sign it, and return it to NorthWestern Energy. You can mail the form or fax it to 406-497-4950. If you would like to choose a Preferred Due Date, you may pick a day from this range {var id=COMMENT1}-{var id=COMMENT2}.

Our EZ Pay Program works well in conjunction with our Budget Billing and our E-bill programs. If you are interested in more information on any of these programs, visit us at www.northwesternenergy.com.

If you have questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 36

Review the following Terms and Conditions:

- I authorize NorthWestern Energy to electronically deduct from my bank account (i) my monthly utility bill on the due date of my bill and (ii) my final utility bill promptly upon any change in the status of my utility account to inactive.
- I understand each month I will receive my bill which will display the amount that will be deducted from my bank account and the date on which it will be deducted. I understand that EZ-Pay Program payments for my account will not start until my bill reflects that the bank draft will occur. In the meantime, I understand that I will need to continue making my payments.
- I understand my monthly due date may vary slightly. If the due date falls on a weekend or a holiday my payment will be deducted the following business day.
- I have the option of choosing a preferred due date that is compatible with my billing cycle. You may obtain the due date range you are eligible for by contacting NorthWestern Energy at the Customer Service numbers listed below.
- I understand if my payment is dishonored, NorthWestern Energy retains the right to collect the dishonored payment along with service charges if applicable.
- I understand that I may discontinue my participation in the EZ-Pay Program at any time by notifying NorthWestern Energy Customer Service (contact information below). I understand that my request to discontinue EZ-Pay Program participation must be received at least three business days in advance of the due date of my current bill to stop the EZ-Pay Program payment on such due date. I understand that a request received less than three business days before the due date will be processed in the next billing cycle following that due date.
- I understand that, if at any time my utility account is rendered inactive, my participation in the EZ-Pay Program will automatically end.
- I agree to be bound by the Terms and Conditions on this page.

Please complete this form, sign and return it by mail or fax with the information provided below. Once North Western Energy receives your information we will begin the process of setting up your plan and verifying the information you provided. Please print a copy of the completed page for your records

NorthWestern Energy Account Number: _____

Service Address, City and State: _____

Bank Name: _____

Bank Account Holder Name: _____

Bank Account Type: (Checking or Savings) _____

Bank Routing Number: (9 digit number) _____

Bank Account Number: _____

Preferred Due Date: (Optional) _____

Bank Account Holder Signature: _____

Date: _____

Joint Account Holder Signature: _____

Date: _____

For any questions about your enrollment, please retain a copy of this form and call or email customer service for your area.

Mail Form To:
NorthWestern Energy
c/o EZ-Pay
40 E Broadway St
Butte, MT 59701

Customer Service MT:
(888) 467-2669
custserv@northwestern.com
Fax: (406) 497-4950

Customer Service SD/NE:
(800) 245-6977
advocate@northwestern.com
Fax: (406) 497-4950

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 37**
SOUTH DAKOTA

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Service

Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

NorthWestern Energy has removed your account from our EZ Pay Program for the reason listed below:

Reason: {var id=COMMENT1}

Please make your utility bill payments through another option.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 38**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Re: Preferred Due Date on EZ Pay Authorization

Dear {var id=CUSTNAME},

NorthWestern Energy recently received your authorization for the EZ Pay Program. In reviewing the preferred due date that you have selected, we need to modify the due date so it is compatible with the monthly billing period for your utility bill. We have attempted to contact you but were unable to reach you. Meanwhile, we have changed your preferred due date from the {var id=COMMENT1} to the {var id=COMMENT2}.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Thank you for choosing our EZ Pay Program.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 39**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Thank you for enrolling in NorthWestern Energy's EZ Pay Program. We are currently completing the account verification with your financial institution. After this process is complete, you will see the words Bank Draft with a date (MMDDYYY) on your next NorthWestern Energy bill statement.

Please continue to make your utility payments as you have in the past until you see this wording.

As an EZ Pay customer you may choose which day of the month you want your utility payment deducted from your bank account in relation to your normal billing date. This is called a Preferred Due Date. If you opt to select a Preferred Due Date and the date selected falls on a weekend or holiday, we will deduct the authorized payment from your account the following business day. The actual payment date also may vary if you choose the 29th, 30th or 31st as a Preferred Due Date.

If you would like to select a Preferred Due date or have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 40**
SOUTH DAKOTA

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Dear {var id=CUSTNAME},

Thank you for your recent request to participate in NorthWestern Energy's Landlord Agreement Program. We have received your Landlord Agreement but are unable to activate this agreement at this time.

Because we were unable to reach you by phone, we are returning your agreement for the following reason(s):

{var id=COMMENT1}
{var id=COMMENT2}

Please be aware this agreement is not active at this time. Therefore, if you have a tenant moving out of your property prior to us receiving your completed agreement, it is important for you to call our Contact Center if you wish to have the services remain active in your name.

Please call our Contact Center, to ensure completion of the items required to activate your Landlord Agreement with NorthWestern Energy.

Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977

Customer Service Representatives are available Monday Friday, 7:00 a.m. – 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 41**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Service Address: {var id=SVCADDR}

Dear Landlord,

As a courtesy, we are notifying you that utility services at the above service address are scheduled to be discontinued approximately five days from the date of this notice. Your Landlord Agreement allows for you to assume responsibility for this property only when your tenant has requested to discontinue services.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday Friday, 7:00 a.m. – 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 42**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Service Address: {var id=SVCADDR}

This letter is to inform you that billing for your property at the above referenced service address has been transferred to your name effective {var id=COMMENT1}. This corresponds with your wishes as indicated on your Landlord Agreement with NorthWestern Energy.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977

Customer service representatives are available Monday Friday, 7:00 a.m. — 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 43**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME}

According to our records, you have an active Landlord Agreement with NorthWestern Energy. At this time, your agreement has been suspended because of a past due amount on your account(s) covered by your NWE Landlord Agreement.

The tenant at the above referenced address has requested a final bill and services may be scheduled for turn-off.

If you wish to assume responsibility for these services, you must pay all past due balances. If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday Friday, 7:00 a.m. – 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 44**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Dear

{var id=CUSTNAME},

In accordance with our agreement, this letter is to inform you that a past due balance of \$ {var id=AMOUNT1} from the closed account at {var id=SVCADDR} has been transferred to account number {var id=COMMENT1}.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977

Customer Service Representatives are available Monday Friday, 7:00 a.m. – 6:00 p.m.

Sincerely,

NorthWestern Energy Customer
Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 45**
SOUTH DAKOTA

~~{var id=LLNAME}~~
~~{var id=LLADDR1}~~
~~{var id=LLADDR2}~~
~~{var id=LLADDR3}~~
~~{var id=LLADDR4}~~

N

~~Premise Number: {var id=PREMISES}~~

~~Service Address: {var id=SVCADDR}~~

~~Dear {var id=LLNAME},~~

~~As a courtesy, this is notification that utility services at the above service address are scheduled to be discontinued approximately five days from the date of this letter.~~

~~Your Landlord Agreement allows you to automatically assume responsibility for this property only when your tenant has requested to discontinue service and your agreement is in good standing.~~

~~If you would like to assume responsibility for utility services for this address at this time, please contact our Contact Center as follows:~~

~~Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977~~

~~Customer service representatives are available Monday Friday, 7:00 a.m. — 6:00 p.m.~~

~~NorthWestern Energy assumes no responsibility for damages to the above property due to the scheduled interruption of service.~~

~~Sincerely,~~

~~NorthWestern Energy
Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 46**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

RE: Preferred Due Date

As a valued NorthWestern Energy EZ Pay/Preferred Due Date participant, we wanted you to be aware of an upcoming change to your account. We review accounts annually to ensure preferred due dates are appropriate.

It was discovered that your preferred due date no longer falls within an acceptable due date window. Your previous due date of the {var id=COMMENT1} of each month has been moved to the {var id=COMMENT2} of each month. This change will be reflected starting on your next {var id=COMMENT3} bill.

If you are satisfied with the new preferred due date, no response is needed. If you would like a different preferred due date, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday Friday, 7:00 a.m. – 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 47**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Service

Address: {var id=SVCADDR}

RE: Preferred Due Date

In a recent review of your account, we learned a preferred due date had been placed on your account. To qualify as a preferred due date participant, you must be enrolled in NorthWestern Energy's EZ Pay Program. Because you are currently not on EZ Pay, the preferred due date has been removed from your account, and your payment will be due on the date indicated on your statement.

If you have any questions, please call Contact Center as follows:

Montana and Wyoming: 888 467 2669
South Dakota and Nebraska: 800 245 6977

Customer service representatives are available Monday Friday, 7:00 a.m. — 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 48**
SOUTH DAKOTA

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N

RE: Notice of Delinquency

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Total Owed: \${var id=ARBALANCE}

Dear {var id=CUSTNAME},

A review of your account indicates you have a 90 day past due balance. Please forward payment as indicated above as soon as possible to prevent further collection activity. If payment in full has already been sent, please disregard this notice.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Please detach and return this portion with your payment.

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Remit payment to: 40 E Broadway St, Butte, MT 59701
Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}
Total Owed: \${var id=ARBALANCE}
Amount Enclosed \$ ____

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 49**
SOUTH DAKOTA

~~{var id=CUSTNAME}~~
~~{var id=ACCTADDR1}~~
~~{var id=ACCTADDR2}~~
~~{var id=ACCTADDR3}~~
~~{var id=ACCTADDR4}~~

N

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT} Dear~~

~~{var id=CUSTNAME},~~

~~This letter is to inform you that adjustments have been completed on this account. You currently have an account balance of \${var id=AMOUNT1}~~

~~If a balance is owing, please remit payment within two weeks.~~

~~If you have any questions, please call our Contact Center as follows:~~

~~Montana and Wyoming: 888-467-2669~~
~~South Dakota and Nebraska: 800-245-6977~~

~~Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.~~

~~Sincerely,~~

~~NorthWestern Energy~~
~~Customer Care Department~~

Date Filed: December 19, 2014 **Effective Date: December 29, 2015**
Issued by: Jeff Decker, Specialist Regulatory

~~SAMPLE FORMS~~

~~NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY~~ ~~Section No. 6~~
~~SIOUX FALLS~~ ~~Original~~ ~~Sheet No. 50~~
~~SOUTH DAKOTA~~

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}~~

N

~~Dear {var id=CUSTNAME},~~

~~NorthWestern Energy has received your payment on the above account.~~

~~We are returning the payment for the following reason: {var id=COMMENT1}~~

~~Reason Code: Postdated Check~~
~~Amount Blank~~
~~Unreadable~~
~~No Account Number~~
~~Certified Funds Only~~
~~No Signature~~

~~Please submit your payment. You may choose from any of the following options:~~

- ~~1. Mail your payment to 40 E. Broadway, Butte MT 59707~~
 - ~~a. Please include your account number to expedite processing of your payment~~
- ~~2. Pay online at <http://www.northwestern.com>~~
- ~~3. Pay by phone:~~
 - ~~a. Montana and Wyoming customers: 888-467-2669~~
 - ~~b. South Dakota and Nebraska customers: 800-245-6977~~
- ~~4. Pay via an automated phone system:~~
 - ~~a. Checking, Savings and Money Market payment: 800-218-4959~~
 - ~~b. Credit/debit and ATM card payments via Speedpay: 877-361-4927~~

~~If you have any questions, please contact our Customer Care Department, Monday – Friday, 7 a.m. – 6 p.m.~~

~~Montana and Wyoming: 888-467-2669~~
~~South Dakota and Nebraska: 800-245-6977~~

~~Sincerely,~~

~~NorthWestern Energy~~
~~Customer Care Department~~

~~Date Filed: December 19, 2014~~ ~~Effective Date: December 29, 2015~~
~~Issued by: Jeff Decker, Specialist Regulatory~~

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 51



Form No. 3574 03/12

NWE Internal Use Only	
Reference #	_____
Internal #	_____

**LETTER OF AUTHORIZATION
ADDING CO-RESPONSIBLE PARTY TO AN ACCOUNT**

I, _____, authorize NorthWestern Energy to add
(*NorthWestern Energy Customer Name)
_____ as a Co-Responsible Party to my NWE Account.
(Co-Responsible Third Party – please print)

I understand that as a Co-Responsible Third Party, _____ will be financially
responsible for all billed services and fees provided by NorthWestern Energy for the premise located at
_____, _____, _____ as of _____. Also, he/she
(Service Address) (City) (State) (Date)
may request to be discontinued as a Co-Responsible Third Party for this account at any time. I further understand all
Co-Responsible Third Parties are authorized to make changes to this account, including but not limited to making credit
arrangements, changing the mailing address, and disconnecting services.

(Signature of NWE Customer) (Printed Name) (Date)

***Required to list one form of Account ID Information:** _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

I, _____, _____, accept financial responsibility
(Co-Responsible Party – Please Print) (Relationship to NWE Customer)
for all billed services and fees provided by NorthWestern Energy for the premise located at
_____, _____, _____ as of _____. I further
(Service Address) (City) (State) (Date)
understand that I shall be held liable for such debt accrued until such time that I notify NorthWestern Energy that I am no
longer responsible.

(Signature of Co-Responsible Party) (Printed Name) (Date)

List two forms of ID Information: _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

Phone Numbers: Work _____ Employer _____
Home _____

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 52



Form No. 3573 03/12

NWE Internal Use Only

Customer # _____

Internal # _____

If you wish to have NorthWestern Energy release account information to another party on a one-time basis only, please fill out the information below. Please be sure to sign, date, and complete ID Information.

ONE TIME RELEASE OF INFORMATION

I, _____, authorize NorthWestern Energy to release the following
 *NorthWestern Energy Customer Name/Authorized Agent (please print)

Information to _____
 *Recipients Name (please print) *Mailing Address

_____ for the account(s)/service address(es) listed below.

*Information to be Released:

(please check the appropriate box - All information released includes Customer/Account Name - Acct # - Service Address)

☐ Usage Information - List dates within last 24 months:

From _____ To _____

☐ Billing Information - payments/monies owing

☐ Letter of Credit Reference

☐ Other Information as listed: _____

ACCOUNT NAME: _____

Select one of the options below:

☐ All Accounts or ☐ Specific Account Number(s): _____

list specific account #(s)

or ☐ Specific Service Addresses:
 (if account # unknown)

list specific service address(es)

(*Signature of NWE Customer/Authorized Agent)

(Printed Name & Business Title)
 (If Applicable)

(Date)

Phone #: _____

*Required to list one form of Account ID Information: _____

*(circle ID Type) Social Security # Federal Tax ID # Date of Birth State ID # Driver's License #

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

Date Filed: December 19, 2014

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Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 53



Form No. 3584 03/10

NWE Internal Use Only

Customer # _____
Internal # _____

LETTER OF AUTHORIZATION RESIDENTIAL ACCOUNTS

As a Residential customer with NorthWestern Energy, you may request that additional parties be authorized to act on your behalf with NorthWestern Energy for all your Residential accounts or just for the accounts as specified below.

There are two types of authorization that may be granted to your additional parties:

- **Information Only** - NorthWestern Energy is authorized to release all account information as requested.
- **Changes** - NorthWestern Energy is authorized to release all account information and to make modifications to account information, such as credit arrangements, changing a mailing address, disconnecting service, etc.

Third Parties listed will not be responsible for debt accrued on your account(s).

ACCOUNT NAME: _____

Select one of the options below:

☐ All Accounts or ☐ Specific Account Number(s): _____

NorthWestern Energy is authorized to allow the following individuals the appropriate authorizations as specified:

Relationship Examples: Family, Roommate, CaseWorker, etc.

Acceptable ID Types: Social Security #, Date of Birth, Driver's License #, State ID #

Third Party Name	Relationship	ID Information* (*required)	ID Type* (*specify)	Phone #	Information Only	Changes
					(*Check one box only)	
_____	_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	_____	☐	☐
_____	_____	_____	_____	_____	☐	☐

(Signature of NorthWestern Energy Customer)

(Printed Name)

(Date)

*In order to process your request, please provide one form of Account ID: _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

*Required to list Phone #: Home _____

Work _____

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

Date Filed: December 19, 2014

Effective Date: December 29, 2015

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Original

Section No. 6
Sheet No. 54



Form No. 3714 12/12

AUTHORIZATION TO DO BUSINESS

NWE Internal Use Only	
Customer #	_____
Internal #	_____
Reference #	_____

As a NorthWestern Energy customer, you may request that All Agents of your company and/or All Agents of an Affiliated Company be authorized to act on your behalf with NorthWestern Energy.

There are two types of authorization that may be granted to the employees of your company or the employees of an Affiliated Company:

- **Information Only** - NorthWestern Energy is authorized to release all account information as requested.
- **Full Authorization** - NorthWestern Energy is authorized to release all account information and to make modifications to account information, such as payment arrangements, changing a mailing address, discontinue billing, terminate service, establishing new accounts, updating All Agent information, etc., as requested.

As an Authorized Agent/Owner/Officer, you are representing yourself as having the legal authority to do business for this company with NorthWestern Energy. You will be listed as an Authorized Agent on all NorthWestern Energy Business Use accounts for this company as will the ALL AGENT options selected below. ALL AGENTS and the AUTHORIZED AGENT listed **will not** be responsible for debt accrued on these account(s).

ACCOUNT NAME: _____ PHONE NUMBER: _____

☐ ALL AGENT/ALL ACCOUNTS – INFORMATION ONLY:

Required ID Information: Federal Tax ID#: _____ or Misc. ID: _____

☐ ALL AGENT/ALL ACCOUNTS – FULL AUTHORIZATION:

Required ID Information: Federal Tax ID#: _____ or Misc. ID: _____

AFFILIATE COMPANY: (EXAMPLE: Accounting Firm, Energy Management Firm, etc.)

Authorized Business Affiliate, Company Name: _____ Phone Number: _____

☐ ALL AGENT/ALL ACCOUNTS – INFORMATION ONLY:

Required ID Information: Federal Tax ID#: _____ or Misc. ID: _____

☐ ALL AGENT/ALL ACCOUNTS – FULL AUTHORIZATION:

Required ID Information: Federal Tax ID#: _____ or Misc. ID: _____

****It will be your responsibility to ensure that the appropriate employees in your company and/or the affiliated company are provided the ID information that they will need to verify when speaking with a NorthWestern Energy Customer Service Representative.**

Any previously authorized additional parties on your accounts will be replaced with the information provided on this form.

In addition, the Account ID will be required from any caller who sets up new accounts. The Account ID is the Choose an ID Type for the Account Name listed above.

☐ Business Owner/Officer ☐ Authorized Agent Business Title and Company Name _____

Email/Fax: _____ Date/Time: 12/2/2014 5:19 PM

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

Date Filed: **December 19, 2014**

Effective Date: **December 29, 2015**

Issued by: **Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **Original** **Sheet No. 55**
SOUTH DAKOTA

Sample

N

Account Number: 999999
Service Address: 9999 HARRISON, HURON

Over the last 1 month(s), your electric usage has been over estimated. The reason for the estimation was due to the fact that we were unable to read your meter.

An actual read was obtained from your meter on 05/02/2014. The adjustment on your bill is based on usage between the last actual read and the current read. Because an actual reading was obtained, the usage was redistributed among the month(s) involved.

Below is a summary of the adjustment that appears on your enclosed bill. The Total Adjusted Dollar Amount of \$9.69 is reflected on your bill in the Account Summary section in Adjustments/Transfers.

Read Dates		Usage (kwh)			Dollars		
From	To	Original Bill	Corrected Bill	Adjusted Usage	Original Bill	Corrected Bill	Adjusted Dollars
04/02/14	05/02/14		100	100		\$9.69	\$9.69
	Totals		100	100		\$9.69	\$9.69

We sincerely apologize for this inconvenience. If you have any questions, please contact our Billing Department at (866)259-9072 during the hours of 9AM and 4PM, M-F, or our Contact Center at (800)245-6977 during the hours of 7AM and 6PM, M-F.

Sincerely,

NorthWestern Energy
Customer Care

Date Filed: December 19, 2014 **Effective Date:** December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

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SOUTH DAKOTA

DATE

N

FIRST NAME LAST NAME
ADDRESS
CITY STATE ZIP CODE

Account Number:-

Service Address:-

Dear,-

You recently requested a letter verifying responsibility for NorthWestern Energy utility services.
Based on our records, an account was established in your name at (premise address) on (date).
If you have any questions, please call our Contact Center as follows:

- Montana and Wyoming — 888-467-2669
- South Dakota and Nebraska — 800-245-6577

Customer Service Representatives are available Monday-Friday, 7:00 a.m.—6:00 p.m.

Sincerely,-

NorthWestern Energy
Customer Care Department

Date Filed: December 19, 2014 Effective Date: December 29, 2015
Issued by: Jeff Decker, Specialist Regulatory

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Sheet No. 57

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DATE

CUSTOMER NAME
STREET ADDRESS
CITY, STATE ZIP CODE

Dear Customer,

Attached to this correspondence is a Continuous Service Agreement. By electing to participate in this optional program, utility services will remain active in your name when utility services at the property you own or manage are discontinued.

A portion of the agreement has been completed with the information you provided. Please verify the accuracy of the information. In addition, you must identify the properties covered under this program on the "Property List" page of the agreement. If you need additional space, please make a copy of the Property List page or contact NorthWestern Energy and we will provide another form for your convenience.

Contact us in the future with any changes applicable to this agreement, such as adding or deleting properties or updating your notification information (mailing address, phone number, email, etc.).

Please sign and date the agreement prior to submitting the document to NorthWestern Energy. Retain a copy for your records.

NorthWestern Energy
Attn: Customer Care
11 E Park St
Butte MT 59701
(888) 467-2669
Fax: (406) 497-4950
custserv@NorthWestern.com

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. (local time):

- Montana and Wyoming: 888-467-2669
- South Dakota and Nebraska: 800-245-6977

Or stop by one of our convenient walk-in offices. As walk-in hours may vary, please go to NorthWesternEnergy.com for more information.

Sincerely,

NorthWestern Energy
Customer Care Department

SAMPLE FORMS

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NorthWestern Internal Use Only

Customer # _____

Internal # _____

Reference # _____

CONTINUOUS SERVICE AGREEMENT

This Continuous Service Agreement ("*Agreement*") is entered into by and between NorthWestern d/b/a NorthWestern Energy ("*NorthWestern*") and _____ ("*Responsible Party*") and is effective as of the date processed by NorthWestern.

1. Service Options. NorthWestern offers two continuous service agreement options:

Move Out / Non Payment: Services are automatically transferred to the Responsible Party upon tenant's request to discontinue service or nonpayment of service. This applies even if the tenant remains in the property.

Move Out Only: Services are automatically transferred to the Responsible Party only upon tenant's request to discontinue service.

2. NorthWestern's Obligations. As of the effective date services are discontinued in accordance with the option selected above, NorthWestern will: (i) transfer responsibility for utility charges into the name of the Responsible Party; and (ii) attempt to notify the Responsible Party of this change. If the Responsible Party requests NorthWestern to discontinue service, and another party does not assume responsibility, NorthWestern will disconnect utility service. NorthWestern is not obligated to transfer service if the Responsible Party is past due on any financial obligation to NorthWestern for services on any account.
3. Responsible Party Obligations. Responsible Party shall notify NorthWestern of any changes to the Property List, ID Information for the Responsible Party and Authorized Parties, and contact information.
4. Authorization. Responsible Party may authorize users to obtain information and conduct business on behalf of the Responsible Party.

There are two levels of authorization that can be granted to users; Information Only and/or Full Authorization. It is responsibility of the Responsible Party to select an identifying form of ID for the type of authorization chosen, each type of authorization requires a unique ID.

ID information must be 8 to 30 characters and should not include any special characters or spaces. The Responsible party will ensure that the appropriate users have the ID information as it will be verified when conducting business with NWE.

The type of authorization and corresponding ID information listed below is associated to all of your NWE account(s).

Please verify the accuracy of the following:

☐ **No Authorization:**
Other than the Responsible Party, no other users will be authorized.

☐ **Information Only:**
Authorized to receive all account information as requested. Not responsible for debt accrued on accounts.

ID Information: _____

☐ **Full Authorization:**
Authorized to receive and modify all account information, including but not limited to payment arrangements, changing a mailing address, discontinuing billing, terminating service, establishing new accounts, as requested. Full Authorization also allows authorized parties to remove properties from Agreement. Not responsible for debt accrued on accounts.

ID Information: _____

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5. Disconnection. NorthWestern may discontinue any utility service covered under this Agreement in accordance with the tariffs, rules and regulations of the applicable state utility commission.

6. Suspension and Termination. This Agreement may be suspended or terminated as follows:

6.1 Suspension: This Agreement may be suspended by NorthWestern if past due monies are owed by the Responsible Party for property listed, or previously listed, on this Agreement. If the current tenant requests discontinuance of service and this Agreement is suspended, NorthWestern will make a reasonable attempt to notify the Responsible Party that utility services will be disconnected as a result of the suspension of this Agreement. Prior to removing the suspension, all past due balances must be paid.

6.2 Termination: This Agreement may be terminated for cause by NorthWestern upon a breach of this Agreement or the failure of Responsible Party to pay balances for property listed, or previously listed, on this Agreement. NorthWestern may terminate this Agreement if past due balances are more than 90 days. If terminated pursuant to this paragraph, NorthWestern will make a reasonable attempt to notify the Responsible Party. If this Agreement has been terminated, the Responsible Party must cure the breach or pay past due balances on all NorthWestern accounts before reactivating this Agreement. NorthWestern may also terminate this Agreement: (i) at any time upon 30 days prior written notice; and (ii) without further notice if written notifications to the Responsible Party are returned undelivered and NorthWestern is unable, after reasonable effort, to identify current contact information for the Responsible Party. Termination does not relieve Responsible Party of the obligation to pay for utility services incurred.

Responsible Party may terminate this Agreement at any time by providing written or verbal notice to NorthWestern.

7. Conflicts. In the event of a conflict between the terms of this Agreement and NorthWestern's gas or electric tariffs, rules and regulations established by the applicable state utility commission, the terms of the tariffs, regulations or rules prevail. All terms of this Agreement are subject to modification upon notice by NorthWestern if required as a result of changes in applicable tariffs, rules and regulations and laws amended or enacted after the date of this Agreement.

8. Information. This Agreement does not authorize the Responsible Party or Authorized Parties to any information of a NorthWestern customer at a property subject to this Agreement, other than the average annual utility usage.

9. Connect Fees. Responsible Party is not required to pay connect fees when responsibility for services are transferred to Responsible Party. If the Responsible Party requests services be disconnected, connect fees (if applicable) will be charged when services are resumed in the Responsible Party's name.

10. Limitation of Liability. NorthWestern's liability under this Agreement is limited in accordance with applicable tariffs governing continuity of utility services.

11. Miscellaneous. Responsible Party shall not assign this Agreement without the prior written consent of NorthWestern. A waiver by either party of any right or conditions of this Agreement will not limit the right of a party to enforce such right or conditions at a later date. If any portion of this Agreement is held to be void or unenforceable, the balance will continue to be effective. Except as permitted by Sections 3 and 4 to allow for the periodic updating of the Property List and Authorized Parties, this Agreement will not be modified, amended or changed in any respect except by a written document signed by the parties. This Agreement constitutes the entire agreement of the parties. Covenants or representations not contained or incorporated therein are not binding upon the parties. Handwritten revisions to this Agreement are of no effect and are not binding against the parties.

The parties understand and acknowledge that this Agreement will be effective on the date that NorthWestern processes a completed Agreement.

Signature of Responsible Party

Printed Name & Business Title

Date

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PROPERTY LIST

Please confirm the account name, phone number(s), email and mailing address listed below are appropriate for all accounts covered by this Agreement.

Please note: In addition to verifying the Authorized Party ID listed above, Authorized Parties with Full Authorization will need to know your Account ID information listed on your accounts such as federal tax id, social security number, date of birth, state id, driver's license, etc. We do not list your Account ID information in order to protect your privacy.

Account Name: _____ Email Address: _____

Mailing Address:

Street Address: _____ Phone #: _____

City: _____ State: _____ Zip Code: _____ Additional Phone #: _____

Street Address, Unit ID (if appropriate), City, State, and Service Agreement Option **must** be listed below for all properties you wish to have covered by this Agreement.

Street Address ex. 123 Main ST	Unit ID ex. apartment	City and State ex. Butte MT	Service Agreement Option Move Out / Non Payment or Move Out