

How to Read Your NorthWestern Energy Bill

Utility bills can be complicated - with all the abbreviations, industry jargon, regulatory requirements and tiny print - it's no wonder that most customers only look at the amount due each month. But the more you know about your energy use, the better you'll be able to manage it. This fact sheet provides details on the separate pieces that make up your bill and information about how we manage costs.

If you have questions or concerns about your bill, reach out to us.

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

NorthWestern Energy
Delivering a Brighter Future

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: September 10, 2020

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, GRAND ISLAND NE 68801

Your Neighbors' Gas Usage (Therms)

Month	Therms
Sep-19	30
Oct	35
Nov	40
Dec	45
Jan	50
Feb	55
Mar	60
Apr	45
May	35
Jun	30
Jul	25
Aug	20
Sep-20	25

Bank Draft Scheduled on **DUE DATE** **TOTAL AMOUNT DUE**
September 30, 2020 September 30, 2020 \$ 12.43

ACCOUNT SUMMARY

Previous Balance	\$	12.98
Payments Received	09/02/20 Thank you	(12.98)
Current Charges		11.22
Tax		1.21
Total Amount Due	\$	12.43

SUMMARY OF CURRENT CHARGES

Utility Service	TOTAL
Gas Service	\$ 11.22 \$ 11.22
Total Current Charges	\$ - \$ 11.22 \$ 11.22

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 \$30.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION
\$11.22 will be deducted from your bank account on September 30, 2020.

MESSAGE BOARD
For questions about your bill or service, call NorthWestern Energy at 800-245-6977 (Monday through Friday, 7 a.m to 6 p.m.) For information or to make payment, visit us at northwesternenergy.com.

Please return this portion of your bill with your payment. 000000000000 0000000011996 0000000011996

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	September 30, 2020	\$ 12.43	

Bank Draft Scheduled on September 30, 2020

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

#BWINKDL
#ARTP PVSP X8 17655

JOHN SMITH
123 MAIN ST
GRAND ISLAND NE 68803-5515

NORTHWESTERN ENERGY
BUTTE, MT 59707-0003

0000 00000000 12345678 0000011996

1. The date payment must be received, so it is not considered past due. If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
2. The total amount due reflects all current and outstanding charges.
3. Use this graph to see and compare the energy you've used over the past 13 months.
4. Compare your days of service, energy usage, average per-day costs and daily temperatures during the same period last year, the prior month and the current month.
5. A snapshot of your account since your last bill. It includes the balance from any previous bills, payments, current charges and any other adjustments processed on your account, as well as your total amount due for the month. Payments received after the billing date are not included.

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

Miscellaneous Services listed here can include turn on fees, reconnect fees, deposits, transfers and refunds.
6. A summary of current charges associated with your service, not including taxes. (See reverse side for details.)
7. For customers enrolled in budget billing, a summary of your actual account information is provided. For customers not currently participating in the budget billing program, we will provide an approximate budget billing amount for eligible accounts if you were to sign up for the program.
8. Important information related to your account or service. This can include information on budget billing, auto pay, etc.
9. The message board provides important information about rates and how to contact NorthWestern Energy.
10. If you are signed up for Auto Pay, you will see your bank draft date here. Learn more at NorthWesternEnergy.com/AutoPay

11. Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. Please make sure the NorthWestern Energy address shows through the return envelope window and don't forget to allow 3-5 days for your payment to mail and process. You can also pay electronically through My Energy Account at NorthWesternEnergy.com.

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NorthWestern Energy: 1-800-245-6997
Customer Service: (M-F 7 am - 6 pm)
and Emergencies 24 hours a day

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

Customers with unresolved questions or concerns may contact the Nebraska Public Service Commission at 1-800-526-0017 or write the PSC at 1200 N Street, Suite 300, Lincoln, NE 68508.

Current Rates Effective 09/01/2020

NATURAL GAS SERVICES

Service Charge	\$ 8.00
Gas Residential 30@	\$ 0.2528300
9999999@	\$ 0.0951300
City Approv Econ Dev Surcharge	\$ 0.0025400
Purch Gas Commodity SD 91	\$ 0.2598600
State Regulatory Assessment	\$ 0.1200000

UTILITY SERVICES

Read Dates		Days	Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To		Previous	Current					
08/02/20	09/02/20	31	8898.00	8904.00	Actual	6.00	0.953857	1.044642	6.00

Meter Number: 2012354 Rate: 91-Residential Natural Gas
HOUSE METER

Customer Charge	\$ 8.00
Energy Charge	\$ 1.52
Purchase Gas Commodity	\$ 1.56
City Approv Econ Dev Surcharge	\$ 0.02
State Regulatory Assessment	\$ 0.12
Natural Gas Services Total	\$ 11.22
TOTAL UTILITY SERVICES	\$ 11.22

TAXES

CITY SALES TAX - GRAND ISLAND	\$ 0.23
STATE TAX - NEBRASKA-GRI	\$ 0.64
OCCUPATION - GRAND ISLAND	\$ 0.34
TOTAL TAXES	\$ 1.21

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.



12. The start and end dates of your current meter reading.
13. The number of days in the bill cycle, which may fluctuate between billing cycles.
14. The previous and current month's meter readings.
15. The Read Code indicates if the meter read was actual or estimated. If estimated, we calculate your bill based on the past usage at the address. Any adjustments will occur with the next actual meter reading.
16. Meter volume is the amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).
17. Conversion Pressure is a factor used to convert CCF to therms for billing purposes.
18. Average BTU factor is the energy value of the gas used during the billing period. It is updated every month and is used to convert CCF to Therms for billing.
19. Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.
20. A summary of your monthly usage multiplied by all the rates associated with the delivery of your natural gas service with the exception of taxes, as listed on the left hand column of the page.

- Customer Charge covers a portion of the costs needed to get customers set up to receive service such as the costs of our customer care system, including our contact center, walk-in offices, online bill pay, website and other services we offer to customers.

- Energy charges can be thought of as costs for the use of the highways (pipes) that deliver the energy from the generation source to the user. These charges are subject to regulation by State Utility Commissions and where appropriate, the Federal Regulatory Commission.
- The Purchase Gas Commodity is the market cost of the natural gas used during the billing period.
- City Approved Economic Development Surcharge is an economic development fee that has been in place for certain NorthWestern Energy customers since 1999. Surcharges are collected and returned to the city.
- State Regulatory Assessment is a fee assessed to customers to fund the Regulatory Commission. This fee is collected through utility billing and is returned to the State of Nebraska.

21. This section contains a summary of the state and local taxes based on your usage. NorthWestern Energy pays taxes to the state of Nebraska, and those taxes are passed on to our customers, so we are collecting taxes on behalf of the state for the services needed by Nebraskans.

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

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

Understanding Your Bill

Knowing some common terminology will help you understand how your bill adds up. Here are some explanations to commonly used terms:

- Avg. Daily temp (F): the average daily temperature for the billing cycle
- Therm: unit of measurement used to bill gas usage. Your gas meter measures in cubic feet. We use a multiplier to convert cubic feet into therms. The multiplier varies depending on the altitude of where you live as well as the energy value of the gas used during the billing period. A therm of natural gas is equal to 100,000 BTU.