

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 Bright 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, ABERDEEN SD 57401

1 Bank Draft Scheduled on **2**

DUE DATE	TOTAL AMOUNT DUE
September 30, 2020	\$ 92.05

3 **Your Electric Usage (kWh)**

Month	2019	2020
Sep-19	32	29
Oct	32	29
Nov	32	29
Dec	32	29
Jan	32	29
Feb	32	29
Mar	32	29
Apr	32	29
May	32	29
Jun	32	29
Jul	32	29
Aug	32	29
Sep-20	32	29

4 **Days of Service**

Month	2019	2020
Sep	32	29
Aug	32	29
Jul	32	29
Jun	32	29
May	32	29
Apr	32	29
Mar	32	29
Feb	32	29
Jan	32	29
Dec	32	29
Nov	32	29
Oct	32	29
Sep	32	29

5 **ACCOUNT SUMMARY**

Previous Balance	\$	100.74		
Payments Received	09/02/20	Thank you	5	(100.74)
Current Charges	\$	85.90		
Tax	\$	6.15		
Total Amount Due	\$	92.05		

6 **SUMMARY OF CURRENT CHARGES**

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

7 **BUDGET BILLING INFORMATION**

BUDGET BILLING - PAY THE SAME AMOUNT EACH MONTH
If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$145.00. Your account must be current and in good standing to qualify for budget billing.

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

9 **MESSAGE BOARD**
For questions about your bill or service, call NorthWestern Energy at 1-800-245-6977 (Monday through Friday, 7 a.m to 6 p.m.). For information or to make payment, visit us at northwesternenergy.com.

10 **Bank Draft Scheduled on September 30, 2020**

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

11 **NORTHWESTERN ENERGY**
BUTTE, MT 59707-0003

#BWNKDL
#ARTP PVSP X8 17655

JOHN SMITH
123 MAIN ST
ABERDEEN SD 57401-7033

0000 00000000 12345678 0000015832

- 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."
- The total amount due reflects all current and outstanding charges.
- Use these graphs to see and compare the energy you've used over the past 13 months.
- 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.
- 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 (100.74).

Miscellaneous Services listed here can include turn on fees, reconnect fees, deposits, transfers and refunds.
- A summary of current charges associated with your service, not including taxes. (See reverse side for details.)
- 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.
- Important information related to your account or service. This can include information on budget billing, auto pay, etc.
- The message board provides important information about rates and how to contact NorthWestern Energy.
- 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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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. The number that, when multiplied with the meter reading, determines the actual energy used.
17. Billed kWh is the energy used in kilowatt-hours (kWh). This is calculated by subtracting your previous month meter read from your current month meter read and multiplying the difference by the Meter Multiplier.
18. Demand Read and Demand Usage are additional reads and usage included on certain types of meters to measure efficiency. Demand represents the highest usage of energy in any 15-minute period during a monthly billing cycle. Demand is measured in kilowatts (kW). High demand is typically associated with equipment start-up. By spreading equipment start-ups over a more extended period, you may be able to lower demand and reduce your demand charges.
19. A summary of your monthly usage multiplied current rates (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. An example being the cost 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 Electric Fuel Purchase Power is the market cost of the electricity used during the billing period.
- The Purchase Gas Commodity is the market cost of the natural gas used during the billing period.

20. Meter volume is the amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).
21. Conversion Pressure is a factor used to convert CCF to therms for billing purposes.
22. 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.
23. Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor
24. This section contains a summary of the state and local taxes based on your usage. Taxes are a flow-through cost that NorthWestern Energy does not control. NorthWestern Energy pays taxes to the state of South Dakota, those taxes are passed on to our customers, so we are collecting taxes on behalf of the state for the services needed by South Dakotans.
25. Displays the current rates and their effective dates. 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.
- kW-kilowatt: the measure of the rate at which electrical energy is used. Kilo means 1,000, so a kilowatt is equal to 1,000 watts. Similar to a speedometer on a car that measures how fast the car is traveling at a given point in time.
- kWh-kilowatt hour: the measure of the amount of electricity used over one hour. It would be similar to the odometer on a car that tells how many miles the car traveled in one hour. The kWh is measuring the usage over a specific time frame of one hour. For example, if a heater used 1,000 watts and ran for one hour, it would use 1 kWh for that hour.

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Account Number: 1234567-8
Customer Name: JOHN SMITH
Service Address: 123 MAIN, ABERDEEN SD 57401

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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 consumer affairs division of South Dakota Public Utilities Commission at 1-800-332-1732 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 09/01/2020

ELECTRIC SERVICES	
Service Charge	\$ 6.00
Electric Residential 200@	\$ 0.1090170
600@	\$ 0.1076300
200@	\$ 0.0983800
200@	\$ 0.0814200
999999@	\$ 0.0454000
Elec Fuel Purchase Power	\$ 0.0210600

NATURAL GAS SERVICES	
Service Charge	\$ 8.00
Gas Residential 30@	\$ 0.3840000
999999@	\$ 0.1752000
Manufactured Gas Plant	\$ (0.0485000)
Refund	
Purch Gas Commodity SD 81	\$ 0.2664300

UTILITY SERVICES							
Read Dates	From To Days	kWh Meter Readings	Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
	08/02/20 08/31/20 29	Previous Current	Actual	1	533		
Meter Number: 1012354		Rate: 10-Electric Residential Service					
HOUSE METER							
Customer Charge	\$	6.00					
Energy Charge	\$	57.67					
Elec Fuel Purchase Power	\$	11.22					
Electric Services Total	\$	74.89					

GAS SERVICES							
Read Dates	From To Days	Meter Readings	Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
	08/02/20 08/31/20 29	Previous Current	Actual	5	0.9708078	1.076969	5.00
Meter Number: 2012554		Rate: 81-Residential Natural Gas					
HOUSE METER							
Customer Charge	\$	8.00					
Energy Charge	\$	1.92					
Purchase Gas Commodity	\$	1.33					
Manufactured Gas Plant Refund	\$	(0.24)					
Natural Gas Services Total	\$	11.01					
TOTAL UTILITY SERVICES	\$	11.01					

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

When you provide a check as a payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.