

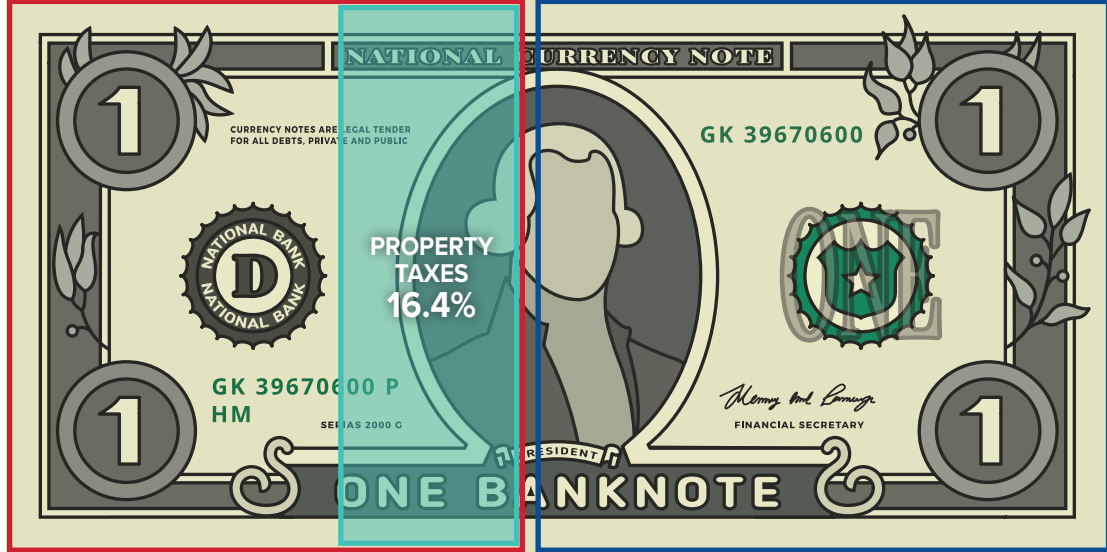
Understanding your energy dollar

Flow-through costs

These are charges that NorthWestern Energy does not control. In this category, our cost is passed on directly to our customer. There is no mark-up, and NorthWestern Energy does not make profit from these costs. This includes:

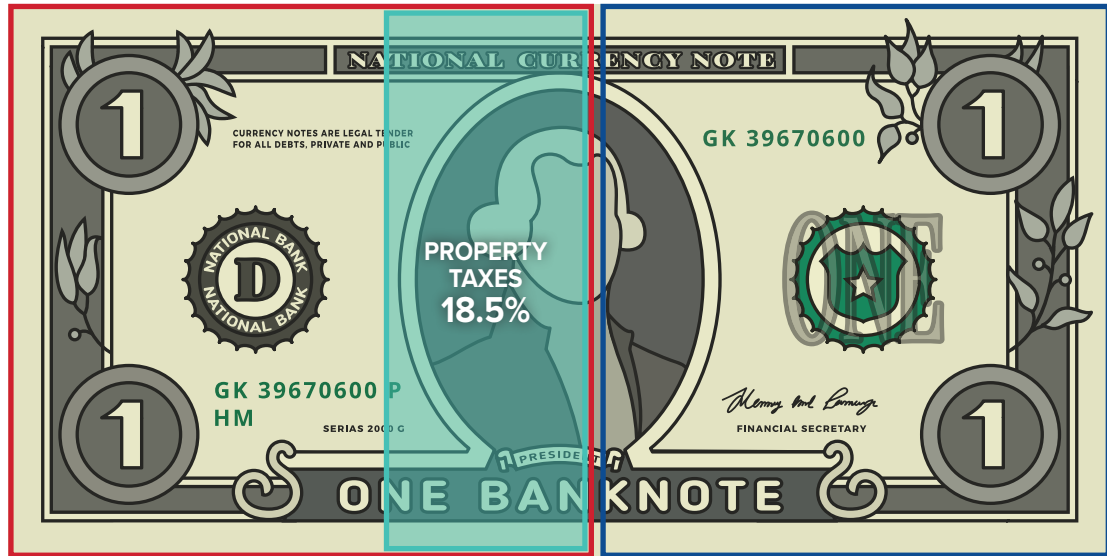
- **Electricity and natural gas supply** – This is the cost of the energy you use.
- **Property taxes** – NorthWestern Energy pays property taxes to the state of Montana, those taxes are passed on to our customers, so we are collecting taxes on behalf of the state for the services needed by Montanans. NorthWestern Energy’s customers receive a pass through that is approximately three times the property taxes in their utility bills compared to our peer group average.

Electricity*



*Based on a monthly electric bill for a residential customer using 750 kWh per month.

Natural Gas†



†Based on a monthly natural gas bill for a residential customer using 100 therms per month.

Base costs

These are the costs that NorthWestern Energy controls (with approval from the Montana Public Service Commission). This includes:

- **Delivery charges** – This is the cost of the wires, poles, substations, compressor stations and pipelines that deliver natural gas and electricity to your home. We invest heavily in our electric grid and natural gas system. Without that investment, we would not be able to consistently deliver reliable energy. In 2022, we spent nearly \$500 million on capital expenditures in Montana.
- **Monthly service fees** – These fees cover 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.
- **Electric generation resources** - NorthWestern Energy owns a balanced and diverse mix of electric generation resources, in order to provide our customers reliable energy at the lowest long-term cost.

Affordability is our mission

NorthWestern Energy’s mission statement calls out affordability: “Working together to deliver safe, reliable and affordable energy solutions that create value for customers, communities, employees and investors.”

Electricity is an amazing value

- A dozen chicken eggs:
1922 = **\$0.35** ▶ Today = **\$4.24**
Percent increase = **1,111%**
- An electric range on which to cook:
1922 = **\$168** ▶ Today = **\$1,000**
Percent increase = **495%**
- A kilowatt hour of electricity:
1922 = **\$0.10** ▶ Today = **\$0.14**
Percent increase = **40%**



Take control of your energy dollar

We offer various programs to help you save energy and money. We have energy efficiency tips, Home EnergyChecks, energy-saving rebates and more. We can also help you determine if you qualify for energy assistance programs. Learn more at NorthWesternEnergy.com/waystosave or give us a call at (888) 467-2669.