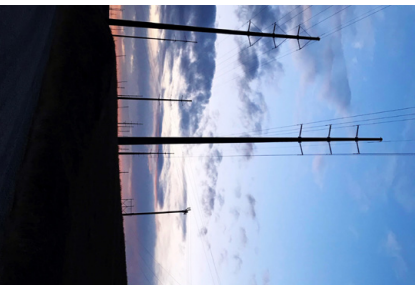




# ENERGY PRICES ARE RISING. We're here to help.



Many Montanans are facing challenging times, and no one wants to see rising electric and natural gas bills. We know our customers count on us every day for safe, reliable energy service. We are strengthening our energy infrastructure to make it even more resilient to strong storms, extreme temperatures and cyber attacks. We are also working to keep bills as low as possible.


NorthWestern Energy is requesting a regulatory rate review in Montana to ensure our customers will continue to be served by a financially sound

company that is capable of efficiently funding the significant capital expenditures needed to maintain, expand and modernize our critical energy infrastructure.

We understand a rate increase will be difficult for some of our customers, and we're here to help. NorthWestern Energy has information about energy assistance programs and can arrange flexible payment options with customers. To learn more about the rate review, visit our website at [NorthWesternEnergy.com/ratereview](https://NorthWesternEnergy.com/ratereview).

## HELP WITH YOUR BILL IS AVAILABLE


### What can I do to manage my bill?

-  Apply for financial assistance. Learn more at [NorthWesternEnergy.com/assistance](https://NorthWesternEnergy.com/assistance)
- **Low Income Home Energy Assistance Programs (LIHEAP)** – This federally funded program is based on income and heating costs. LIHEAP payments assists with heating costs in the winter. Applications for enrollment for LIHEAP for the winter of 2022-2023 will be accepted starting Oct. 1, 2022.
  - A list of Montana LIHEAP eligibility offices are **available online** at <https://dphhs.mt.gov/hcsod/energyassistance/lieapoffices>.
  - **NorthWestern Energy Discount** – If you qualify for LIHEAP, you automatically receive a NorthWestern Energy bill discount.
  - **Montana Weatherization Assistance Program** – You may be eligible to have your home weatherized at no cost to you. The

Weatherization Assistance Program helps participants improve the heating efficiency of their homes to reduce energy use.

- **Energy Share of Montana** – If you are facing an energy emergency, you may qualify for a one-time Energy Share of Montana assistance. For more information, go to <https://www.energysharemt.com/>.  
Sign up for **Budget Billing**. With Budget Billing, your NorthWestern Energy bill is about the same amount each month, year round. [NorthWesternEnergy.com/BudgetBilling](https://NorthWesternEnergy.com/BudgetBilling)


 Get a **free E+ Home EnergyCheck**. Customers who qualify receive personalized tips to help improve their home's energy efficiency. [NorthWesternEnergy.com/EnergyCheck](https://NorthWesternEnergy.com/EnergyCheck)

 **Improve your home's energy efficiency.** Follow our low-cost or no-cost tips to save money by making your home more energy efficient. [NorthWesternEnergy.com/Tips](https://NorthWesternEnergy.com/Tips)

## NORTHWESTERN ENERGY'S RATE REVIEW

On Aug. 8, 2022, NorthWestern Energy filed an application with the Montana Public Service Commission, which regulates investor-owned energy companies in the state, for a regulatory rate review of electric and natural gas services.


NorthWestern Energy is requesting this regulatory rate review to ensure our customers will continue to be served by a **financially sound company** that is capable of efficiently funding the significant capital expenditures needed to maintain, expand and modernize the critical infrastructure to meet our customers' energy needs.

 Current NorthWestern Energy Montana natural gas rates were set using **cost information from 2015** and electric rates were set using **cost information from 2017**.

Thanks to **new technological innovations**, we're building smarter energy infrastructure that will allow us to respond to outages more quickly, seamlessly connect with cleaner energy

 Since then, NorthWestern Energy has invested **more than \$1 billion** in our Montana electric and natural gas infrastructure to continue providing safe, reliable energy service to our customers.

sources and better secure the energy grid against attacks. To do that, we need a modern rate structure that can meet our modern energy needs.

 NorthWestern Energy is investing in **smarter energy infrastructure** that is more resilient in extreme weather and against cyber-threats, and will meet our customers' current and future needs.

NorthWestern Energy electric customers have seen **increased reliability** thanks to our investments. Over the last three years, on average, Montana customers experienced 1.3 outages per year, and it takes us just over 90 minutes to restore an outage.

**NorthWestern Energy is requesting an increase for natural gas and electric rates on Oct. 1, 2022. If approved by the Montana Public Service Commission, the interim rates would mean a monthly bill increase of:**

**\$14.18**

**\$1.60**

For a typical electric residential customer using 750 kilowatt-hours per month

For a typical natural gas residential customer using 65 therms per month

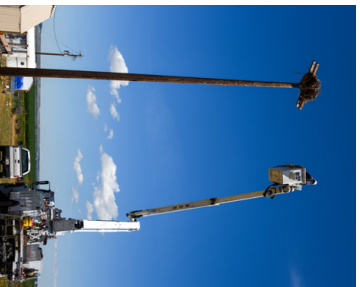
The Montana Public Service Commission is expected to make a final decision on NorthWestern Energy's rate review in mid-2023. If the Montana Public Service Commission determines permanent rates that are less than the interim rate, customers will receive a refund with interest.

to any permanent rate increase. Once scheduled, the time and location of any hearing will be made public by the MPSC. To find out more, contact the MPSC directly at 406-444-6199.

New rates will go into effect upon issuance of a Montana Public Service Commission order. The MPSC will hold a hearing on the rate review prior

The **Montana Consumer Counsel** is available to represent consumer interests in this matter. You can contact the Counsel at 406-444-2771 or go to <https://leg.mt.gov/occl/>.





# OUR INFRASTRUCTURE INVESTMENTS

Since our last natural gas regulatory rate review based on 2015 costs and electric regulatory rate review based on 2017 costs, we've invested more than \$1 billion in our Montana electric and natural gas infrastructure to continue providing safe, reliable energy service to meet our customers' needs.

### Here are a few examples of major projects:

• **LED Streetlights:** Throughout the state of Montana, we converted more than 80,000 NorthWestern Energy-owned yard lights and streetlights to energy-efficient LEDs, which provide safe, warm light to help people feel safe at night.

- **Montana Meter Upgrade:** The energy landscape is changing — and so are our customers' expectations. As we modernize the energy grid, including using advanced meters that allow two-way communication between NorthWestern Energy and its meters that are on customer homes and businesses, our customers will benefit.
- **Osprey Project:** NorthWestern Energy installed hundreds of platforms where ospreys can safely build nests away from power lines. This helps protect the birds and improve reliability for our customers.

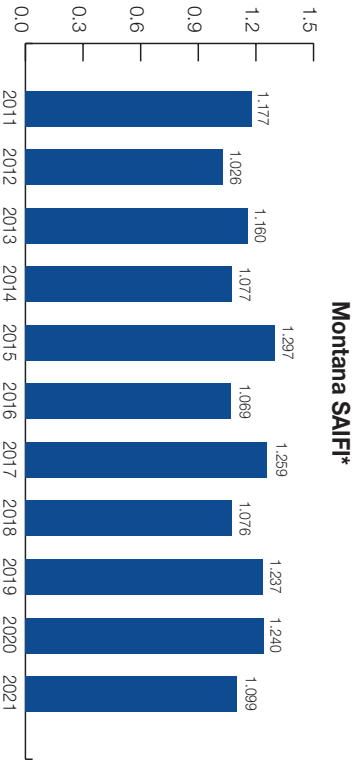


Scan this QR code with your phone's camera to learn more about these projects and other work going on at NorthWestern Energy.

# RELIABILITY

Electric service for NorthWestern Energy's Montana customers is **99.97% reliable**. **System Average Interruption Duration Index, or SAIDI**, measures the average amount of time customers are without power. In 2017, on average, a Montana customer was out of power for about 141 minutes. In 2021, on average, a customer on the Montana system was out of power for 128 minutes.

**System Average Interruption Frequency Index, or SAIFI**, measures the number of power outages lasting longer than 5 minutes experienced by the average customer in a year. \*Excluding major event days.



The first time Sarah Norcott's husband made Strawberry Pasta with Sausage was on Sarah's birthday, the first year they spent together.

Sarah was dubious about the idea of putting strawberries in a savory pasta dish.

"It's actually surprisingly good," she said.

The recipe has since become a favorite at their house.

"When strawberries are fresh and in season we make it a lot," Sarah said. "The riper the strawberries the better because they have more flavor."

They've continued to tweak the recipe to get it just right.

"Over the last 17 years, it's morphed into what it is," Sarah said.

Sarah works as an in-house attorney for NorthWestern Energy. Most of her work focuses on setting rates for electric and natural gas service. She's been working diligently for months on our recent Montana regulatory rate review filing.

Sarah likes that her job requires a wide range of knowledge. She has to understand finance, accounting, economics and even some engineering. She also appreciates that she gets to keep the customer front and center in her work.

"I really enjoy what I do and enjoy working for NorthWestern just given the focus on customers and making sure we're doing the right thing for Montanans," Sarah said.

The rate review is a prime example of our customer-first focus.

"We're thinking about the future and want to ensure our customers and the entire state are well protected and have reliable power."



## Strawberry Pasta with Sausage

### INGREDIENTS

- 2 tablespoons unsalted butter
- 1 pint strawberries (fresh, flavorful strawberries are key to the dish)
- 1/3 cup heavy whipping cream\*
- 1 cup Parmesan cheese, plus more for topping
- 1 teaspoon granulated garlic (or more if you like garlic)
- Pinch of crushed red pepper (or more if you like spice)
- 3 links Italian sausage
- 12 ounces Fettuccine pasta

### DIRECTIONS

- 1 Cook pasta as directed. Drain and set aside.
  - 2 While pasta water is heating, wash and stem strawberries. Then puree strawberries in a blender.
  - 3 Melt butter over medium heat in small saucepan. Add pureed strawberries to melted butter. Let simmer over low heat for five minutes. Add heavy cream and simmer for another five minutes.
  - 4 Add one cup of cheese, garlic, crushed red peppers and salt and pepper to taste. Stir to combine and let simmer, stirring occasionally as pasta and sausage finish cooking.
  - 5 Cut sausage links in half length wise and then cut half-moon pieces. Cook over low to medium heat in fry pan until they reach the desired crispness.
  - 6 Return pasta to pot, add sauce and sausage. Stir to combine and plate. Top with more cheese, if desired.
- \*if strawberries are not as flavorful, consider adding a little more cream to taste.