



Stay safe.
Call 811.

Sharla R.
AMR Meter Reader
6 years of service

ENERGY CONNECTIONS

SD
JUNE 2019

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 1000, so a kilowatt is equal to 1000 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 1000 watts and ran for one hour, it would use 1 kWh for that hour.

How to read your bill

- 1 The account holder's name, account number, account description (if applicable) and bill date.
- 2 The service address for this account.
- 3 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 If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
- 4 The total amount due reflects all current and outstanding charges.
- 5 A 13-month graph representing the service provided.
- 6 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.
- 7 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.
- 8 A summary of current charges associated with your service, not including taxes. (See reverse side for details).
- 9 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.
- 10 Important information related to your account or service.
- 11 The message board provides important information about rates and how to contact NorthWestern Energy.

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, 2018

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401

5 Your Electric Usage (kWh)

Month	Usage (kWh)
Mar-18	~500
Apr	~600
May	~700
Jun	~800
Jul	~900
Aug	~1000
Sep	~1100
Oct	~1200
Nov	~1300
Dec	~1400
Jan	~1500
Feb	~1600
Mar-17	~1700

Days of Service: 32
kWh Used: 612.00
Avg. kWh per day: 19.1
Avg. cost per day: \$2.40
Avg. daily temp (°F): 31

5 Your Natural Gas Usage (Therms)

Month	Usage (Therms)
Mar-18	~50
Apr	~60
May	~70
Jun	~80
Jul	~90
Aug	~100
Sep	~110
Oct	~120
Nov	~130
Dec	~140
Jan	~150
Feb	~160
Mar-17	~170

Days of Service: 32
Therms Used: 154.00
Avg. Therms per day: 5.1
Avg. cost per day: \$3.56
Avg. daily temp (°F): 31

Bank Draft Scheduled on September 30, 2018

DUE DATE	TOTAL AMOUNT DUE
September 30, 2018	\$ 158.32

ACCOUNT SUMMARY

Description	Amount
Previous Balance	\$ 227.44
Payments Received	\$ (227.44)
Current Charges	\$ 148.66
Tax	\$ 9.66
Total Amount Due	\$ 158.32

SUMMARY OF CURRENT CHARGES

Service	Amount	Utility Service	TOTAL
Electric Service	\$ 70.14	\$ 70.14	\$ 70.14
Natural Gas Service	\$ 78.52	\$ 78.52	\$ 78.52
Total Current Charges	\$ 148.66	\$ 148.66	\$ 148.66

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 \$163.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION
\$158.32 will be deducted from your bank account on March 30, 2017.

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.

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-9	September 30, 2018	\$ 158.32	

Bank Draft Scheduled on September 30, 2018

#BWNKIDL
#ARTP PVSP X8 17655

JOHN SMITH
123 MAIN ST
ABERDEEN SD 57401-7033

0000 00000000 12345678 0000015832

- 12 Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. Your account number, due date, total amount due and payment mailing address are already provided. 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

(continued on back)

You're invited!

NorthWestern Energy invites you and your family to the South Dakota State Fair in Huron in August. Be sure to visit the newly renamed Warren Lotsberg NorthWestern Energy Freedom Stage, sponsored by NorthWestern Energy. The fair is Aug. 29-Sept. 2.

The new name honors former Public Utilities Commissioner, North Western employee and our friend, Mr. Warren Lotsberg. In 1999, Warren was appointed to the South Dakota State Fair commission, and served as chairperson from 2005 to 2018. Come visit us this year at the Freedom Stage as you enjoy the fair!

NorthWestern Energy: 1-800-245-6977
Customer Service: (M-F 7 am - 6 pm) and Emergencies 24 hours a day

13 Our toll-free number and hours of operation.

14 Phone number for paying your bill.

15 Contact information for the state utility commission.

16 The start and end dates of your current meter reading.

17 The number of days in the bill cycle, which may fluctuate between billing cycles.

18 The previous and current month's meter readings.

19 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.

20 The number that, when multiplied with the meter reading, determines the actual energy used.

21 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.

22 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.

23 The identification number of the meter located at this service.

24 The rate number and description of your rate for billing purposes.

25 A summary of your monthly usage multiplied by the rates associated with the delivery of energy with the exception of taxes, as listed on the left hand column of the page. Energy delivery charges can be thought of as cost to use the highways (pipes and wires) that deliver the energy from the generation source to the user. These charges are subject to regulation by the State Utility Commissions and, where appropriate, the Federal Regulatory Commission. The Electric Fuel Purchase Power is the market cost of the fuel used to generate the electricity used and the Purchase Gas Commodity is the market cost of the natural gas used during the billing period.

26 The amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).

27 Conversion Pressure is a factor used to convert CCF to therms for billing purposes.

28 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.

29 Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.

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

31 This section contains a summary of the state and local taxes based on your usage.

UTILITY SERVICES											
ELECTRIC SERVICES			kWh Meter Readings		Read	Meter	Billed kWh	Demand	Demand		
From	To	Days	Previous	Current	Code	Mult		Read	Usage		
08/02/18	08/31/18	29	13885.00	14418.00	Actual	1	533				
Meter Number: 1012534			Rate: 10-Electric Residential Service								
HOUSE METER											
Customer Charge								\$	6.00		
Energy Charge								\$	533.0		
Elec Fuel Purchase Power								\$	533.0		
Electric Services Total								\$	70.18		

GAS SERVICES											
Read Dates			Meter Readings		Read	Meter	Conversion	Average	Billed		
From	To	Days	Previous	Current	Code	Volume	Pressure	BTU Factor	Therms		
08/02/18	08/31/18	29	1499.00	1635.00	Actual	136	0.9708078	1.044000	138.00		
Meter Number: 2012354			Rate: 81-Residential Natural Gas								
HOUSE METER											
Customer Charge								\$	8.00		
Energy Charge								\$	138.00		
Purchase Gas Commodity								\$	54.33		
Manufactured Gas Plant Refund								\$	(3.78)		
Natural Gas Services Total								\$	88.57		
TOTAL UTILITY SERVICES								\$	88.57		

TAXES				
CITY SALES TAX - ABERDEEN			\$	2.97
STATE TAX - SOUTH DAKOTA			\$	6.69
TOTAL TAXES			\$	9.66

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.



Health Safety Tips

This summer, protect your skin!
Use a layered approach for Sun Protection.

- Sunscreen works best when used with shade or clothes, and it must be re-applied every 2 hours and after swimming, sweating or toweling off.
- Use broad-spectrum sunscreen with at least SPF 15 to protect exposed skin.
- Wear a hat, sunglasses and protective clothing to shield skin.
- Seek shade, especially during midday hours.

Submitted by: Chronic Disease Prevention and Health Promotion Bureau
Source: <https://www.cdc.gov/cancer/skin>

Contact us...

MONTANA
Customer Contact Center (888) 467-2669
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811
Energy Efficiency (800) 823-5995

NEBRASKA
Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

SOUTH DAKOTA
Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

PAYMENT
Automated Phone
Payment Option: (800) 218-4959
(via checking, savings, or money market account)
SpeedPay Automated
Phone Payment Option: (877) 361-4927
(via credit card account)

CONNECT WITH US

We are required to translate important customer information for populations in our service area that meet a certain threshold. We have two languages that currently meet that threshold: Spanish and Karenic.

Nos preocupamos por su seguridad. Este anexo a su factura incluye mensajes importantes sobre seguridad que usted necesita saber con respecto al servicio público que le proporciona NorthWestern Energy. Comuníquese con nosotros si desea recibir la información de seguridad en español, llamando al teléfono 888-467-2669 (en Montana) 800-245-6977 (en South Dakota o Nebraska) y pregunte por las opciones de idiomas para los anexos de sus facturas.

ပတၢ်ယိၣ်န့ၣ်တၢ်လာ၊ နတၢ်ပူၤဖျးအဂီၢ်န့ၣ်လီၤ၊ လံာ်တၢ်ယုၣ်တူၢ်စရိဘုၣ်(လ) လၢ တၢ်လာန့ၣ်လီၤအိၤဆံၤ ပၣ်ယုၣ်တူၢ်တၢ်ဘၢတၢ်ကစီၣ်အရၢၣ် တဖၣ်လၢ နတြးသ့ၣ်ညါအိၤလၢ အဘၣ်ယး? NorthWestern Energy ထံၣ်မ့ၣ်အူတၢ်မၤန့ၣ်လီၤ၊ ဆဲးကျၢပုၤဖဲ နမ့ၢ်လီၣ်ဘၣ် တၢ်ဂံၢ်တၢ်ဂၢၢ်တဖၣ် လၢ ပုၤတညီၣ်ကျိၣ် (Karenic) ၣ် ခိဖျိ တၢ်ဂီၤလိာ်တဖၣ် 888-467-2669 (လာဗီၣ်ထီၣ်န့ၣ် (Montana) အပူၤ)800-245-6977 (လာက လံာ်စး ဖိစီထၣ် (South Dakota) မ့တဖၢ် န့ၣ်တြးစခၣ် (Nebraska)) ၣ်ယုန့ၣ်လၢ တၢ်ကအာန့ၣ်လီၤ တူၢ်စရိကျိၣ်တၢ်ယုထၢတဖၣ်အဂီၢ်န့ၣ်တက့ၢ်.

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