



Prices are rising: we're here to help

We know many Americans are facing challenging times, and no one wants to see rising electric and natural gas bills. We are also committed to providing safe, reliable service to meet our customers' needs.

NorthWestern Energy is requesting a regulatory rate review in Montana as we work 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 know a rate increase will be difficult for some of our customers, which is why we're here to help customers who may be struggling with their bills.

The back of this flyer provides further information about the requested rate increase and available assistance. For more information, call our customer contact center at 888-467-2669 or visit our website at NorthWesternEnergy.com/RateReview.

Watch your next bill insert for more details on the specifics of the filing and programs available to help customers manage energy costs.



Q. What if I have concerns about paying my bill?

A. We know our rate request will impact our customers during a period when other prices are also increasing. NorthWestern Energy is committed to helping customers who may be struggling with their bills.

Get help with your bill, energy efficiency tips to lower future energy bills and explore payment options at NorthWesternEnergy.com. Customer Service Representatives are available to guide customers that might need help. Call 888-467-2669. Walk-in Customer Contact Centers are open weekdays in locations throughout Montana.

Q. Why did we seek a rate review?

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

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. A rate increase will allow us to continue to make the investments necessary to strengthen our electric and natural gas systems.

Q. What is a regulatory rate review?

A. The Montana Public Service Commission regulates investor-owned energy companies in the state and must approve NorthWestern Energy's electric and natural gas rates. It's the PSC's job to balance the interests of customers who are concerned about rate increases, with the need to maintain a financially sound energy company that is capable of providing reliable service.

Q. How much will residential customer bills increase?

A. For a typical electric residential customer using 750 kilowatt-hours per month, the rate would mean a monthly bill increase of \$14.18. For a typical natural gas residential customer using 65 therms per month, the rate would mean a monthly bill increase of \$1.60.

Q. When will the new rates go into effect?

A. NorthWestern Energy is requesting an increase for electric and natural gas rates on an interim basis on Oct. 1, 2022. If the Montana Public Service Commission determines permanent rates that are less than the interim rate, customers will receive a refund with interest.