

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 that is due each month. But the more you know about your energy use, the better you'll be able to help manage it.

If you have questions or concerns about your bill, give us a call or send us an email. We can put you in touch with a representative who can explain your charges line by line, or help you determine if a better billing or payment option is available for your account.

NorthWestern Energy
Delivering a Bright Future

Customer Service: 1-888-467-2669

11 E Park St | Butte, MT 59701-1711 | NorthWesternEnergy.com Page 1

CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: February 1, 2017

Service Address: 123 MAIN ST, BUTTE MT 59701

Your Electric Usage (kWh)

Month	2016	2016	2017
Feb-16	29	29	28
Mar	493.00	456.00	490.00
Apr	17.0	15.7	17.5
May	\$1.93	\$1.90	\$1.89
Jun	43	54	41
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
Jan-17			
Feb-17			

Days of Service: 2016: 29, 2016: 29, 2017: 28
kWh Used: 2016: 493.00, 2016: 456.00, 2017: 490.00
Avg. kWh per day: 2016: 17.0, 2016: 15.7, 2017: 17.5
Avg. cost per day: 2016: \$1.93, 2016: \$1.90, 2017: \$1.89
Avg. daily temp (F): 2016: 43, 2016: 54, 2017: 41

Your Natural Gas Usage (Therms)

Month	2016	2016	2017
Feb-16	29	29	28
Mar	115.00	120.00	100.00
Apr	4.0	4.1	3.6
May	\$2.27	\$2.50	\$2.48
Jun	43	54	41
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
Jan-17			
Feb-17			

Days of Service: 2016: 29, 2016: 29, 2017: 28
Therms Used: 2016: 115.00, 2016: 120.00, 2017: 100.00
Avg. Therms per day: 2016: 4.0, 2016: 4.1, 2017: 3.6
Avg. cost per day: 2016: \$2.27, 2016: \$2.50, 2017: \$2.48
Avg. daily temp (F): 2016: 43, 2016: 54, 2017: 41

MESSAGE BOARD

The electric includes an Exchange Credit which reflects Federal Columbia River Benefits supplied by Bonneville Power Administration. Effective 01/01/2017, the electric supply rates have decreased from the previous month as a result of the supply tracker. Effective 01/01/2017, the gas supply rates have decreased from the previous month as a result of the supply tracker. For questions about your bill or service, call NorthWestern Energy at 888-467-2669 (Monday through Friday, 7 a.m. to 6 p.m.). For information or to make a payment, visit us at: www.northwesternenergy.com.

Please return this portion of your bill with your payment. 00000000000000 0000000013553 0000000013553

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	February 16, 2017	\$ 135.53	

Bank Draft Scheduled on February 16, 2017

JOHN SMITH
123 MAIN ST
BUTTE MT 50701-1111

0000 00000000 12345678 0000013553

- 1 The utility account holder's name, unique account number, account description (if known) and bill date.
- 2 The service address for this account.
- 3 The date payment is expected to be paid.
- 4 The amount you are expected to pay by the due date. If you are on automatic bill pay, the date when your amount due will be withdrawn is displayed.
- 5 Graphs demonstrating your energy usage (kWh or Therms) for a 13-month period.
- 6 Look here to compare your days of service, energy usage, costs and average daily temperatures with the same period last year and the prior month. Payments received after the Billing Date are not included.
- 7 A snapshot of your account since your last bill. It includes the balance from your previous bill, payments, current charges, miscellaneous services or adjustments processed on your account, as well as your total amount owed for the month.
- 8 A summary of current charges associated with your electric and/or gas service. (See reverse side for details.)
- 9 For customers not currently participating in the budget billing program, we will provide you with an approximate budget billing amount if you were to sign up for the program. For those customers on our budget billing program, a summary of your actual account information is provided.
- 10 Important information related to your account or service.
- 11 The message board provides important information about rates and how to contact NorthWestern Energy.
- 12 If paying by mail, return this portion of the bill along with your payment. Write the amount you are paying in the box provided below Amount Enclosed and make certain the NorthWestern Energy address shows through the return envelope address.

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Connect With Us:



NorthWestern Energy: 1-888-467-2669
Customer Service: (M-F 7 am - 6 pm)
and Emergencies 24 hours a day

DELIVERY SERVICES

ELECTRIC DELIVERY

Read Dates		kWh Meter Readings		Read Code	Meter Mult.	Billed kWh	Demand Read	Demand Usage
From	To	Days	Previous	Current				
01/03/17	01/31/17	28	32761	33251	Actual	1	490	

Meter Number: EG12365498 Rate: E010 - Residential Electric

HOUSE METER			
Res. Service Charge		\$	4.10
Delivery Charges	490.0	\$	15.64
Electric Delivery Total		\$	19.74

NATURAL GAS DELIVERY

Read Dates		Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To	Days	Previous	Current				
01/03/17	01/31/17	28	8470	8589	Actual	119	0.8181208	1.02731

Meter Number: GA123498749 Rate: G010-Residential Natural Gas

HOUSE METER			
Res. Service Charge		\$	5.80
Delivery Charges	100.0	\$	30.36
Gas Delivery Total		\$	36.16

STATE AND LOCAL TAXES-DELIVERY

Res. Electric Tax-Delivery	490.0	\$	6.12
Res. Gas Tax-Delivery	100.0	\$	12.04
State and Local Tax-Delivery Total		\$	18.16
TOTAL DELIVERY SERVICES		\$	74.06

SUPPLY SERVICES

ELECTRIC SUPPLY

Electric Supply	490.0	\$	33.06
Electric Supply Total		\$	33.06

NATURAL GAS SUPPLY

Natural Gas Supply	100.0	\$	26.50
Natural Gas Supply Total		\$	26.50

STATE AND LOCAL TAXES-SUPPLY

Res. Electric Tax-Supply	490.0	\$	1.90
Res. Gas Tax-Supply	100.0	\$	0.01
State and Local Tax-Supply Total		\$	1.91
TOTAL SUPPLY SERVICES		\$	61.47

PAY BY PHONE OPTIONS:

Credit/Debit or ATM Card:

1-877-361-4927

Checking, Savings, or Money Market:

1-800-218-4959

Customers with unresolved questions or

concerns may contact the Montana Public

Service Commission at 1-800-646-6150 or write

the PSC at PO Box 202601, Helena, MT 59620-

2601.

Current Rates Effective 1/1/2017

ELECTRIC DELIVERY RATES

Service Charge	\$	4.10
Res. Distribution Delivery	\$	0.0227120
BPA Exchange Credit	\$	(0.0026850)
Res. CTC-QF	\$	0.0032650
Res. Transmission Delivery	\$	0.0072360
Res. USBC	\$	0.0013340
Res. Electric Tax-Delivery	\$	0.0124910

NATURAL GAS DELIVERY RATES

Service Charge	\$	5.80
Res. Distribution Delivery	\$	0.1668809
Res. USBC	\$	0.0078577
Res. Storage	\$	0.0300756
Res. Transmission Delivery	\$	0.0988201
Res. Gas Tax-Delivery	\$	0.1204229

ELECTRIC SUPPLY RATES

Res. Deferred Supply	\$	0.0038620
Res. Supply	\$	0.0635990
Res. Electric Tax-Supply	\$	0.0038680

NATURAL GAS SUPPLY RATES

Res. Deferred Supply	\$	
Res. Supply	\$	0.2650900
Res. Gas Tax-Supply	\$	0.0001000

- 8 A measurement taken by a demand meter every 15 minutes to calculate the amount of energy a customer requires of a system. The demand read is reset by the meter reader each month.
- 9 The highest 15-minute measurement during the month is recorded and is the basis for billing.
- 10 The identification number of the meter located at this service address
- 11 The code and description of your rate for billing purposes
- 12 Summarizes your monthly usage (the number in the middle) multiplied by all of the rates associated with your electricity and/or natural gas service, with the exception of taxes, as listed on the left hand column of the page. These charges are subject to regulation by the Montana Public Service Commission (PSC) and, where appropriate, the Federal Energy Regulatory Commission.
- 13 The telephone numbers to call if you want to pay your bill by phone.
- 14 Contact information for the Montana PSC.
- 15 The formula is (Atmospheric pressure + metering pressure)/ Base Atmospheric pressure. Factors used to convert the difference in your previous and current readings from CCFs to Therms. This factor multiplied by the Average BTU factor provides the Therms used and billed to the customer.
- 16 This factor is updated on a monthly basis. For the customer's area, the energy value of the gas going to the customer is measured. This value is one factor used to calculate the therms the customer is billed for.
- 17 This section summarizes your monthly usage (the number in the middle) multiplied by the state and local tax collection rate associated with your energy delivery as noted on the column to the left. This rate includes Montana property taxes, the Wholesale Energy Transmission tax and Energy Producers License or Electrical and Electricity License tax (EELT). Taxes are not subject to regulation.
- 18 Summarizes your monthly usage (the number in the middle) multiplied by all of the rates associated with your electricity and/or natural gas supply, with the exception of taxes, as listed on the left hand column of the page under supply rates. These charges are subject to regulation or review by the Montana PSC.

- 1 Our toll-free telephone number and hours of operation.
- 2 The start and end date of your current meter reading.
- 3 The total number of dates included in the current meter reading.
- 4 The current and prior month's meter reading dates.
- 5 Whether the current meter reading is actual or estimated.
- 6 The number that, when multiplied with the meter readings, determines the actual energy (kWh, demand or therms) used.
- 7 The total amount of energy used during the period.

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): this is each day's average temperature for the billing cycle divided by the days of service. The lower the average temperature for a month, the more usage will be required to heat your home or business.
- Days of Service: The number of days in the billing period. Number of days may fluctuate between months. In winter months, a few days more or less in your billing period will affect your bill.
- Therm: unit of measurement used to determine how much gas you used for a month. 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 heat content of the gas that we provide.
- kW: kilowatt, which equals 1,000 watts of electricity.
- kWh: kilowatt-hour, unit of measurement used to determine how much electricity you used for a month.