

energy

CONNECTIONS

January 2010

NorthWestern
Energy
Delivering a Bright Future

Effective January 2010, bills for NorthWestern Energy customers in Montana have been redesigned.

The updated layout offers detailed information regarding current and historical usage, a condensed size, and important information regarding the customer's service.

NorthWestern Energy engaged in a comprehensive design process, hosting focus groups in its service area to find out what customers wanted in terms of information on the bill. As well as a collaborated review with the Montana Public Service Commission.

The redesign features:

- ◆ an expanded, legal-sized (8.5"x14") format to match the bill insert;
- ◆ reduced paper usage - minimum of one piece of paper;
- ◆ easy to understand usage and account information;
- ◆ bar chart and table that compares current usage and billing to 13 months of usage history;
- ◆ important information regarding payment options, definitions of billing terms, and other helpful customer messages;
- ◆ contact information for all billing and customer service needs.

The new bill format joins a list of enhanced customer service steps already in place at NorthWestern Energy, including extended call center hours and days of operation; updated Interactive Voice Response system; customer assistance programs; convenient and multiple payment options; new Web site features and virtual hold technology, which offers callers the option of keeping their place in line and receiving a call back from a NorthWestern representative in lieu of remaining on hold. ■

Page 1

NorthWestern Energy
www.northwesternenergy.com
Customer Service: 1-888-467-2669

CUSTOMER: John Smith
ACCOUNT NUMBER: 1234567-8
BILLING DATE: 11/11/2009

Service Address: 123 Main St, Butte MT 59701

Your Electric Usage (kWh)

Month	Nov-08	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
Usage (kWh)	400	500	800	500	500	500	500	500	500	800	500	500	500

	Nov 2008	Oct 2009	Nov 2009
Days of Service	33	29	32
kWh Used	604	508	569
Cost per kWh/kW	\$0.10	\$0.10	\$0.10
Avg. kWh per day	18.3	17.5	17.8
Avg. cost per day	\$1.89	\$1.72	\$1.72
Avg. daily temp (°F)	25	50	35

Your Natural Gas Usage (Dekatherm)

Month	Nov-08	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov-09
Usage (Dekatherm)	10	12	18	15	12	10	8	5	5	5	5	5	10

	Nov 2008	Oct 2009	Nov 2009
Days of Service	33	29	32
Dekatherms Used	10.1	3.6	10.7
Cost per Dekatherm	\$12.08	\$10.64	\$9.38
Avg. Dekatherms per day	0.3	0.1	0.3
Avg. cost per day	\$3.70	\$1.32	\$3.14
Avg. daily temp (°F)	25	50	35

DUE DATE	TOTAL AMOUNT DUE
11/25/2009	\$ 155.49

ACCOUNT SUMMARY

Previous Balance		\$	88.12
Payments Received	10/24/2009	Thank you	(88.12)
Current Charges		\$	155.49
Miscellaneous Services		\$	-
Adjustments/Transfers		\$	-
Total Amount Due		\$	155.49

SUMMARY OF CURRENT CHARGES

	Delivery Service	Supply Service	TOTAL
Electric Service	\$ 25.43	\$ 29.65	\$ 55.08
Natural Gas Service	\$ 45.36	\$ 55.05	\$ 100.41
Total Current Charges	\$ 70.79	\$ 84.70	\$ 155.49

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 \$106.00. Your account must be current and in good credit standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION

Energy Savings Tip: Did you know that having a second refrigerator will increase your electric bill on average \$200 per year. Visit our website for more Energy Savings Information: www.northwesternenergy.com

Electric Supply Rate Change: Effective 11/1/2009, the electric supply rate has increased from the previous month.
Gas Supply Rate Change: Effective 11/1/2009, the gas supply rate has increased from the previous month.

Please return this portion of your bill with your payment. 0000000008812 0000000015549 0000000015549

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	11/25/2009	\$155.49	

JOHN SMITH
123 MAIN ST
BUTTE MT 59701-5689

NORTHWESTERN ENERGY
BUTTE MT 59707-0001

0000 00000000 12345678 0000015549

How to Read Your Bill

PAGE 1:

- 1 This is your utility account name, account number, and bill date.
- 2 This is your service address for this account.
- 3 The date payment is expected to be paid.
- 4 The amount you are expected to pay by due date.
- 5 Graphs demonstrating your energy usage (kWh or Dekatherms) for a 13 month period.
- 6 This section of the bill provides you with comparison information allowing you to compare your days of service, energy usage, costs, and average daily temperatures with the same period last year and the prior month.
- 7 This section is 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 This section summarizes the current charges associated with your electric and gas service.
- 9 For customers not currently participating in our 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 accounts receivable information.
- 10 This section contains important information related to your account or service.
- 11 This message section will provide you with helpful Energy savings tips and rate change information.
- 12 This is the portion of the bill you detach and return with your bill payment.

CUSTOMER SERVICE: (M-F 7 am - 6 pm)

1-888-467-2669

ELECTRIC EMERGENCY:

1-888-467-2353

GAS EMERGENCY:

1-888-467-2427

PAY BY PHONE OPTIONS:

Credit/Debit or ATM Card:

1-877-361-4927

Checking, Savings, or Money Market:

1-800-218-4959

Customers with unanswered questions or concerns may contact the Public Service Commission at 1-800-646-6150 or write the PSC at PO Box 202601, Helena, MT 59620-2601.

Current Rates Effective 11/1/2009

ELECTRIC DELIVERY RATES

Service Charge	\$	4.75
Distribution Delivery	\$	0.026101
Transmission Delivery	\$	0.008385
BPA Exchange Credit	\$	(0.002759)
CTC-QF	\$	0.003282
Universal Systems Benefit	\$	0.001334

NATURAL GAS DELIVERY RATES

Service Charge	\$	6.75
Distribution Delivery	\$	1.840077
Transmission Delivery	\$	1.086142
Storage	\$	0.326905
CTC-GP Credit	\$	(0.047320)
CTC-RA Credit	\$	(0.069640)
CTC-RA	\$	0.115000
CTC-GP	\$	0.193000
Universal Systems Benefit	\$	0.164300

ELECTRIC SUPPLY RATES

Supply	\$	0.056796
Supply Deferred Costs	\$	(0.003778)

GAS SUPPLY RATES

Supply	\$	5.556100
Supply Deferred Costs	\$	(0.081700)

Rate definitions and how to calculate your bill may be found on our website: www.northwesternenergy.com

DELIVERY SERVICES

ELECTRIC DELIVERY

Read Dates			Meter Readings		Read Code	Meter	Billed Usage	Demand Usage
From	To	Days	Previous	Current	Actual	Mult		
10/8/2009	11/9/2009	32	87988	88557		1	569	

Meter Number: EG12365498 Rate: E010-Residential

Service Charge	\$	4.75
Delivery Charges	\$	20.68
Electric Delivery Total	\$	25.43

NATURAL GAS DELIVERY

Read Dates			Meter Readings		Read Code	Meter	Billed Usage
From	To	Days	Previous	Current	Estimate	Mult	
10/8/2009	11/9/2009	32	1260	1389		0.0829	10.7

Meter Number: GA123498749 Rate: G010-Residential

Service Charge	\$	6.75
Delivery Charges	\$	38.61
Gas Delivery Total	\$	45.36
TOTAL DELIVERY SERVICES	\$	70.79

SUPPLY SERVICES

ELECTRIC SUPPLY

Electric Supply	\$	29.65
Electric Supply Total	\$	29.65

NATURAL GAS SUPPLY

Gas Supply	\$	55.05
Gas Supply Total	\$	55.05
TOTAL SUPPLY SERVICES	\$	84.70

17

When you provide a check as 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.

When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day you make your payment, and you will not receive your check back from your financial institution. For inquiries, please call 1-888-467-2669.



How to Read Your Bill

PAGE 2:

- 1** Contact information for NorthWestern Energy.
- 2** This is the start and end date of your current meter reading.
- 3** The total number of days included in the current meter reading.
- 4** The meter reading obtained on the starting or "from" date and the meter reading obtained on the end or "to" date.
- 5** Identifies if current read obtained was an actual read or an estimated read.
- 6** The number that, when multiplied with the meter read, determines the actual energy (kWh, Demand, or Dekatherms) used.
- 7** The total amount of electricity or natural gas used during the period.
- 8** A measurement taken by a demand meter every 15 minutes to calculate the amount of energy a customer requires of the system. Most residential customers do not have demand meters.
- 9** The identification number of the meter located at your service address.
- 10** The code and description to identify the rate at which your service is billed.
- 11** A summary of charges associated with delivery charges. Delivery charges are those items related to the operation of NorthWestern Energy's Montana utility to deliver the energy to the customer along with other miscellaneous charges including competitive transition and public purpose programs. These charges are subject to regulation by the Montana Public Service Commission and, where appropriate, the Federal Energy Regulatory Commission.
- 12** Phone numbers for paying your bill.
- 13** Contact information for the Montana Public Service Commission.
- 14** This section provides the detail rate information for charges in the Delivery Service section of the bill. The rates presented are the most current rates in effect.
- 15** A summary of charges associated with supply charges. Supply charges are mostly determined by market forces and are not subject to regulation by state or federal authorities. These costs are passed through to customers without profit to NorthWestern Energy. The payments collected by these charges are used to pay the various suppliers and producers for their products.
- 16** This section provides the detail rate information for charge in the Supply section of the bill. The rates presented are the most current rates in effect.
- 17** Information explaining how your payments are processed.

Understanding Your Bill

Rate codes, energy adjustments, days of service – with all the abbreviations, industry jargon and tiny print, it's no wonder that most utility customers only look at the amount due when their bill comes in the mail.

While your actual statement might look a little different from our sample here, knowing the basic terminology will help you understand how your bill adds up. Listed at the right are some definitions to commonly referenced terms on the bill. However, you can download a complete list of terms from the *Understanding Your Bill* section on our Web site: www.northwesternenergy.com in addition to information on how NorthWestern calculates your monthly bill. ■

Avg. daily temp (°F) – This is the kWh total of 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.

BPA Exchange Credit: Bonneville Power Administration Exchange Credit – credit to all electric residential and small farm distribution customers in accordance with the Northwest Power Act.

CTC-GP: Competitive Transition Charge for Gas Production Assets – includes historic gas costs that are greater than the market prices.

CTC-QF: Competitive Transition Charge for Qualifying Facilities – also known as "stranded costs," these charges cover some supply-related costs incurred by the local utility tied to moving the competitive market environment.

CTC-RA: Competitive Transition Charge for Regulatory Assets – includes historic gas conservation and deferred taxes.

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.

Dkt: Dekatherm – unit of measure 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 dekatherms. 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 – 1,000 watts of electricity.

kWh: Kilowatt Hour – unit of measure used to determine how much electricity you used for a month.