

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 1
Sheet No. 2
Sheet No. 2

9th Revised
Canceling 8th Revised

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Date Filed: April 20, 2016
 NG16-005

Service on and after
 Effective Date: July 5, 2016
 Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS
NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
Sheet No. 1
Canceling 8th Revised
Sheet No. 1

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

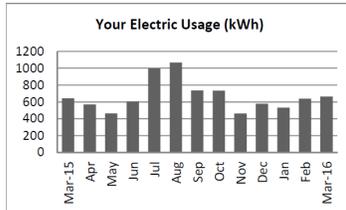
Page 1



CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: March 10, 2016

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
kWh Used	641.00	637.00	663.00
Avg. kWh per day	22.1	22.0	23.7
Avg. cost per day	\$2.28	\$2.73	\$2.96
Avg. daily temp (°F)	14	19	31

Bank Draft Scheduled on	DUE DATE	TOTAL AMOUNT DUE
March 30, 2016	March 30, 2016	\$ 150.44

ACCOUNT SUMMARY			
Previous Balance			\$ 156.84
Payments Received	1/15/2016	Thank you	\$ (156.84)
Current Charges			\$ 141.92
Tax			\$ 8.52

Total Amount Due \$ **150.44**

SUMMARY OF CURRENT CHARGES			
	Utility Service		TOTAL
Electric Service	\$ 82.75	\$	82.75
Natural Gas Service	\$ 59.17	\$	59.17

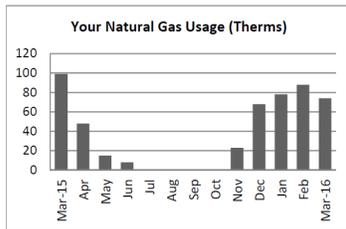
Total Current Charges \$ - \$ **141.92** \$ **141.92**

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 \$122.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION

\$150.44 will be deducted from your bank account on March 30, 2016



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
Therms Used	99.00	88.00	74.00
Avg. Therms per day	3.4	3.0	2.6
Avg. cost per day	\$3.12	\$2.37	\$2.11
Avg. daily temp (°F)	14	19	31

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.

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ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	March 30, 2016	\$ 150.44	

Bank Draft Scheduled on
March 30, 2016

A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

JOHN SMITH
123 MAIN ST
ABERDEEN SD 57401-7033

NorthWestern Energy
Butte MT 59707-0001

0000 00000000 12345678 0000015044

Date Filed: April 20, 2016
NG16-005

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
8th Revised
Canceling 7th Revised
Sheet No. 1.1
Sheet No. 1.1



Account Number: 1234567-8
 Customer Name: JOHN SMITH
 Service Address: 123 MAIN, ABERDEEN SD 57401

Page 2

NorthWestern Energy: 1-800-245-6997
 Customer Service: (M-F 7 am - 6 pm)
 and Emergencies 24 hours a day

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 consumer affairs division of South Dakota Public Utilities Commission at 800-332-1782 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 2/1/2016

<u>ELECTRIC SERVICES</u>	
Service Charge	\$ 6.00
Electric Residential 200@	\$ 0.0998000
600@	\$ 0.0982600
200@	\$ 0.0890100
200@	\$ 0.0720500
9999999@	\$ 0.0365700
Energy Efficiency Program	\$ 0.0005000
Elec Fuel Pruchase Power	\$ 0.0165400
<u>NATURAL GAS SERVICES</u>	
Service Charge	\$ 8.00
Gas Residential 30@	\$ 0.3849000
9999999@	\$ 0.1761000
Energy Efficiency Program	\$ (0.0007000)
Pruch Gas Commodity SD 81	\$ 0.4346700

UTILITY SERVICES

ELECTRIC SERVICES

Read Dates			kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	74350.00	75013.00	Actual	1	663		

Meter Number: 1012534 Rate: 10-Electric Residential Service
 HOUSE METER

Customer Charge	\$	6.00
Energy Charge	\$	65.45
Elec Fuel Purchase Power	\$	10.97
Energy Efficiency Program	\$	0.33
Electric Delivery Total	\$	82.75

GAS SERVICES

Read Dates			Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	3253.00	3325.00	Actual	72	0.9708078	1.056032	74.00

Meter Number: 2012354 Rate: 81-Residential Natural Gas
 HOUSE METER

Customer Charge	\$	8.00
Energy Charge	\$	19.25
Purch Gas Commodity SD 81	\$	31.97
Energy Efficiency Program	\$	(0.05)
Natural Gas Delivery Total	\$	59.17
TOTAL DELIVERY SERVICES	\$	141.92

TAXES

CITY SALES TAX - ABERDEEN	\$	2.84
STATE TAX - SOUTH DAKOTA	\$	5.68
TOTAL DELIVERY SERVICES	\$	8.52

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.



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Effective Date: July 5, 2016

Issued by: Jeff Decker, Specialist Regulatory

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
7th Revised Sheet No. 3
Canceling 6th Revised Sheet No. 3

{var id=NOTICEDATE}

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{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

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CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

DISCONNECT NOTICE 1 ~~Notice of Intent to Disconnect Service~~

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~~DATE~~

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}
Service Address: {var id=SVCADDR}
Meter Number: {var id=METER}

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Dear {var id=CUSTNAME}, ~~CUSTOMER NAME.~~

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Our records ~~indicate show~~ your utility account ~~with us~~ is ~~past due as follow~~ sever due in the amount shown below:

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Disconnect Amount \${var id=PASTDUEAMT}\$999,999.99 Total Amount of Bill \${var id=TOTALAMT}\$999,999.99

T

Please disregard this notice if payment has been made. ~~We are willing to work with you To resolve the payment of your utility account, which may include possible payment Arrangements. Please call a representative at our Customer Contact Center at 1-800-245-6977~~

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Unless payment of \${var id=PASTDUEAMT} \$99,999.99 is received prior to {var id=DATE}, ~~99/99/9999~~ service will be disconnected. Once service is disconnected, payment of the utility bill and any applicable reconnection fee in addition to payment of the utility bill, a reconnection fee of \$49.00 plus tax during business hours (\$69.00 plus tax after business hours) will be required before ~~your utility~~ service is restored.

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Reconnection fees:

Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours
Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

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You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capitol, Pierre, SD 57501, telephone number 1-800-332-1782.

Residential disconnection may be postponed for one thirty-day period by presenting, prior to disconnection, a physician's certificate stating that disconnection would aggravate a resident's existing illness or handicap.

If you believe ~~the charges on your bill are incorrect~~~~that some or all of the charges are in error~~, we encourage you to contact us to discuss the disputed charges. If we can-not resolve the dispute, you should pay the undisputed portion of the bill and ~~then~~ appeal the disputed amount to the South Dakota Public Utilities Commission.

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If you have any questions, to make payment (fees may apply) or discuss possible payment arrangements, please call us at 800-245-6977 Monday – Friday, 7 a.m. – 6 p.m. (local time).

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Or you can stop by one of our convenient walk-in offices, ~~hours may vary~~; go to Visit NorthWesternEnergy.com for ~~more information~~ office hours in your area.

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Sincerely,

NorthWestern Energy
~~Customer Care Department~~~~Collections Dept.~~

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Date Filed: April 20, 2016
NG16-005

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

NG16-005

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
4th Revised Sheet No. 7
Canceling 3rd Revised Sheet No. 7

<p style="text-align: right;"><u>{var id=SYSTEMDATE}</u></p>	N
<p><u>{var id=CUSTNAME}</u></p>	T
<p><u>{var id=ACCTADDR1}</u></p>	T
<p><u>{var id=ACCTADDR2}</u></p>	T
<p><u>{var id=ACCTADDR3}</u></p>	T
<p><u>{var id=ACCTADDR4}</u></p>	T
<p>CUSTOMER NAME MAILING ADDRESS CITY, STATE ZIP</p>	
<p><u>Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}</u></p>	T
<p><u>Total Owed: \${var id=ARBALANCE}</u></p>	T
<p><u>Service Address: {var id=SVCADDR}</u></p>	T
<p>Notice of Intent to Disconnect Service <u>Due to Broken Payment Arrangement</u> Due to Broken Agreement</p>	T
<p>DATE Account Number: Service Address:</p>	
<p>Dear <u>{var id=CUSTNAME}</u>,</p>	T
<p>CUSTOMER NAME,</p>	
<p><u>According to our records, a payment arrangement for utility charges was entered on this account. That arrangement has defaulted and the account is subject to disconnect.</u></p>	T T
<p><u>Please contact us regarding your account prior to {var id=DATE1}, to ensure service is not disconnected. Once service is disconnected, payment of the utility bill plus applicable reconnect fees will be required before utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.</u></p>	T T T T
<p style="text-align: center;"><u>Reconnection fees:</u></p>	T
<p><u>SD Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours</u></p>	N
<p><u>SD Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours</u></p>	T
<p><u>NE Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours</u></p>	N
<p>NorthWestern Energy and a customer listed on the above account, had previously agreed upon an arrangement for payment of past due utility charges. Unfortunately, that arrangement has defaulted and the account is now subject to disconnect.</p>	
<p>Unless the past due balance on the account of \$X,XXX.XX is paid prior to DATE, service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, a</p>	

~~reconnection fee of \$49.00 plus tax during business hours (\$69.00 plus tax after business hours) will be required before your utility service is restored. A deposit of one-sixth the estimated annual billing, or an increase to a current deposit to that level, will also be charged.~~

If you have any questions [or to make payment \(fees may apply\)](#) in this regard, to make a payment, or to advise us of payment, please call [us Monday - Friday, 7 a.m. – 6 p.m. \(local time\)](#):

[Montana and Wyoming: \(888\) 467-2669](#)

[South Dakota and Nebraska: \(800\) 245-6977](#)

[Or you can stop by one of our convenient walk-in offices. Visit hours may vary; go to NorthWesternEnergy.com for office hours in your area more information.](#)

~~our Customer Contact Center at 1-800-245-6977 to speak with a representative.~~

~~Your immediate response is greatly appreciated.~~

Sincerely,

NorthWestern Energy
[Customer Care Department Collections Dept.](#)

Date Filed: April 20, 2016
NG16-005

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
6th Revised Sheet No. 9
Canceling 5th Revised Sheet No. 9

{var id=SYSTEMDATE} DATE

~~First Name Last Name~~ {var id=CUSTNAME}

~~Address 1 Address 2~~ {var id=ACCTADDR1}

~~{var id=ACCTADDR2}~~

~~Address 3~~ {var id=ACCTADDR3}

~~Address 4~~ {var id=ACCTADDR4}

~~RE: Account Number:~~ {var id=ACCOUNT}-{var id=ACCTCKDGT}

~~#:~~ ***** *

Dear: {var id=CUSTNAME},

~~First Last Name~~

NorthWestern Energy ~~recently has~~ received a non-sufficient funds payment in the amount of ~~\${var id=AMOUNT1} \$999.999.99 on for~~ the above account. If this has already been paid, please disregard this notice.

Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. To avoid further action, Pp Please pay the above amount in addition to a ~~\${var id=AMOUNT2} \$15.00 service charge to avoid further action. or your service may be discontinued within seven (7) days of this letter.~~ service charge by DATE to avoid further action, including possible disconnection of services.

~~–Please remit your payment of cash, money order or cashier’s check to one of our convenient walk-in offices; (visit NorthWesternenergy.com for office hours in your area). hours may vary. For more information, or if you would like to You may also make a payment using your debit or credit-credit/debit or ATM card (additional fees will apply) by calling 877-361-4927 or ,go to online at NorthWesternEnergy.com. for more information.your nearest NorthWestern office.~~

~~If you have any questions, please call us Monday - Friday, 7 a.m. - 6 p.m. at 800-245-6977.or concerns, or to make a payment via credit card, please call us at 1-800-245-6977. If the above balance has already been paid, please disregard this notice. Thank you for your payment.~~

Sincerely,

NorthWestern Energy

~~Customer Care Department~~ Collections Department

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Date Filed: April 20, 2016
NG16-005

Effective Date: July 5, 2016
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
2nd Revised Sheet No. 11
Canceling 1st Revised Sheet No. 11

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

N
N
N
N
N

Account Number: {var id=ACCOUNT}-{var

N

id=ACCTCKDGT} Service Address: {var id=SVCADDR}

N

Dear {var id=CUSTNAME},

N

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account.

N
N

Your service may be discontinued if payment is not received within 5 business days from the date of this letter. ~~To avoid further action, please pay the above amount with certified funds along with an additional \${var id=AMOUNT2} service charge to avoid further action. or your service may be discontinued within 5 business days of this letter~~

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Please remit your payment of cash, money order, or cashier's check ~~to~~ one of our convenient walk-in offices; (visit NorthWesternEnergy.com for office hours in your area) ~~hours may vary. For more information, or if you would like to~~ You may also make a payment using your ~~debit or credit~~ credit/debit or ATM card (additional fees will apply) by calling 877-361-4927, ~~go to~~ or online at NorthWesternEnergy.com

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N
N

Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months.

N
N

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977.

N

Sincerely,

N

NorthWestern Energy
Customer Care Department

N
N

~~(SHEET LEFT BLANK INTENTIONALLY)~~

NG16-005

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
Original Sheet No. 34

{var id=SYSTEMDATE}

{var id=CUSTNAME}
{var id=ACCTADDR 1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}

Dear{var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. Your account has been removed from the EZ Pay Program due to non-sufficient funds history.

~~Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. To avoid services from being discontinued within 5 business days of this letter, p~~To avoid further action, please pay the above amount with an additional \${var id=AMOUNT2} service charge in the form of cash, money order, or cashier's check at one of our convenient walk-in offices; (visit NorthWesternEnergy.com for office hours in your area)hours may vary. For more information, or if you would like to
You may also make a payment using your ~~debit or credit~~debit or ATM card (additional fees will apply) by calling 877-361-4927, ~~go to~~ online at NorthWesternEnergy.com

Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months.

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977.

Sincerely,

NorthWestern Energy
Customer Care Department

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 5
5th Revised **Sheet No. 4**
Canceling 4th Revised **Sheet No. 4**

GENERAL TERMS AND CONDITIONS

TERMS OF PAYMENT

Bills are due and payable upon receipt and will be delinquent if not paid by the 20th day after billing. A late payment charge of 1% of the unpaid balance plus a collection fee of \$2.00 will be assessed against any delinquent account having an unpaid balance of \$5.00 or more at the time of processing of the next monthly bill. Where a customer has been disconnected for non-payment of a bill, a reconnection charge will be assessed in accordance with the Company's concurrent connection policy. There shall be a charge of \$15.00 for any check or draft submitted to the Company for payment which is dishonored or returned by the financial institution on which it is drawn.

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DISCONTINUANCE OF SERVICE

In addition to the provisions of ARSD 20:10:20, the company has the right to discontinue service to a customer in the event that an unsafe service condition exists on the Customer's premises, which is likely to cause injury to person or property. The Company will notify the Customer prior to such disconnection, if practical under the circumstances.

RESALE PROHIBITED

All gas purchased under any rate schedule shall not be resold by the purchaser thereof in any manner with the exception of sales of natural gas for motorized transportation at commercial Compressed Natural Gas refueling stations.

PEAK SHAVING GAS SUPPLIES

The Company may supply gas from any stand-by equipment provided that the gas so supplied shall be reasonably equivalent to the natural gas normally supplied hereunder.

AGENTS CANNOT MODIFY AGREEMENT

No agent has power to amend, modify, alter or waive any of these Terms and Conditions, or to bind the Company by making any promise or representation not contained herein. However, the Company will continue its policy of attempting to accommodate customers and customer problems wherever possible.