

# SECTION

# 6

SAMPLE FORMS

NORTHWESTERN ENERGY  
 HURON  
 SOUTH DAKOTA

\_\_\_\_\_ 7<sup>th</sup> Revised \_\_\_\_\_  
 Canceling 6<sup>th</sup> Revised

Section No. 6  
 Sheet No. !  
 Sheet No. !

# North Western .Ene v

L,T

Customer Name, Service Address		Account Number
JOHN DOE 1234 MAIN ST HURON SD		
		Billing Date 09/09/0909
Activity		
<b>Energy Costs</b>	Previous Balance	999.99
	Payments Received Through 09/09/0909 - Thank You	999.99 CR
Elec Cost Per Day 9.99		
Gas Cost Per Day .99		
<b>Information Center</b>	<b>Account Summary</b>	
	Previous Account Balance	999.99
	Payments Received	999.99 CR
	Current Charges	999.99
	Current Account Balance	999.99
	Monthly Budget Payment	999.99
	<b>Utility Service</b>	
	Outdoor Lighting	999.99
	Electric	999.99
	Natural Gas	999.99
	Taxes	999.99
	Total Current Utility Charges	999.99
	<b>products &amp; Services</b>	
	Monthly Fixed Charges	999.99
	Other Charges	999.99
	Other Taxes	999.99
	Adjustments	999.99
	Late Payment Fee	999.99
	10/10/2006 Bank Draft Payment	999.99
	<b>Total Amount Due</b>	999.99

(See back of page for additional billing details)

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

Return this portion of the bill with your payment.  
 Please direct inquiries to 1-800-245-6977 24 hours per day.

Account Number	J
Date Due	09/09/0909
Please Pay This Amount	

Amount Paid \_\_\_\_\_

#####  
 ##### XXXX XX#  
 JOHN DOE  
 1234 MAIN ST  
 HURON SD 57350-2043

NORTHWESTERN ENERGY  
 POBOX 1338  
 BUTTE MT 59702-1338  
 |||

0000 00000000 01234569 000000000000

Date Filed: October 26, 2007

Service on and after  
 Effective Date: November 20, 2007

Effective on less than 30 days notice by authority of the  
 Public Utilities Commission of South Dakota, dated 11120/2007.

Jeffrey Decker  
 Issued By: Regulatory Specialist

11607-021

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ 6<sup>th</sup> Revised  
Canceling 5<sup>th</sup> Revised

Section No.6  
Sheet No. 1.1  
.Sheet No. 11

Account Number 0123456-9

L,T

Products and Services

Monthly Fixed Charges

	Qty	Unit Price	Monthly Charge	Balance
ServiceEdge Basic Contract	1.00 @	999.99	999.99 999.99	

Utility Billing Detail

	Acct Code	Read Code	Meter No	Read Dates		Rate	Meter Readings		Unit Usage	Amount
				From	To		Current	Previous		
10	Electric Residential	Actual	1014334	05/24	04/24	90	85073	84800	KWH	99.99
				Energy Charge						99.99
				Elec Fuel Purchase Power						99.99
							Service Total			99.99
81	Gas Res Serv 90	Actual	2056112	05/24	04/24	30	0677	0677	CCF	.00
									THERM	.00
				Local Delivery Charge						.00
							Service Total			.00
	Taxes: State Sales Tax	9.99	City Sales Tax	9.99	Total Taxes	9.99				

This page for information only. All charges are included in the amount due on the cover page.

We appreciate the opportunity to serve you and welcome your feedback. We invite you to contact us with your suggestions, concerns or questions 24 hours a day at 1-800-245-6977, email us at [advisors@northwestern.com](mailto:advisors@northwestern.com) or write us at P.O. Box 1318, Attention: Customer Advocate, Huron SD 57350. South Dakota customers with unsolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 500 East Capitol Avenue, Pierre, SD 57501, or by Telephone at 1-605-773-3201.

Date Filed: October 26, 2007

Service on and after  
Effective Date: November 20, 2007

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Jeffrey Decker  
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17607-021

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 2  
~~Canceling~~ 5th Revised  
4th Revised Sheet No. 2

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. E. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 3  
Canceling 6<sup>th</sup> Revised  
5<sup>th</sup> Revised Sheet No. 3

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

L  
L  
L

Notice of Intent to Disconnect Service

DATE  
Account Number:  
Service Address:

L  
L

Dear CUSTOMER NAME.

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount \$999,999.99 Total Amount of Bill \$999,999.99

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 \$999,999.99 is received prior to 99/99/9999 service will be disconnected. Once service is disconnected, 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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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 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.

Sincerely,  
NorthWestern Energy  
Collections Dept.

Date Filed: October 26, 2007  
Effective on less than 30 days notice by authority of the  
Public Utilities Commission of South Dakota, dated 11/20/2007.

Service on and after  
Effective Date: November 20, 2007  
Jeffrey Decker  
Issued By: Regulatory Specialist

1607-021

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

4th Revised

~~Canceling 3rd Revised~~

Section No.6

Sheet No. 4

Sheet No. 4

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NORTHWESTERN PUBLIC SERVICE COMPANY

33 Third ST SE      POBOX 1318  
Huron, South Dakota 57350-1318  
Telephone 1-800-245-6977

NOTICE OF INTENT TO DISCONNECT SERVICE

MONTH 99, 9999

Customer Name  
Mailing Address  
City, State 99999-9999

Account Number: 9999999-9

Service Address: \_\_\_\_\_

Dear Customer First Name,

Our records show your **utility** account with us is overdue in the amount shown below:

Disconnect Amount \$999,999.99      Total Amount Of Bill \$999,999.99

We are willing to work with you to resolve the payment of your **utility** account. Please call a collection representative at our 24-hour Customer Service Center 1-800-245-6977.

Unless payment of \$999,999.99 is received prior to Month 99, 9999 service will be disconnected. Also, service will be disconnected unless an additional payment of \$999,999.99 is received prior to Month 99, 9999. If service is disconnected, it will not be restored without payment of your **bill** and a reconnection fee. During the months of November through March, this notice includes an additional 30 days before disconnection.

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

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

If you believe 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.

Sincerely,  
NWPS  
Collection Department

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE97-004

\_\_\_\_\_  
R. F. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 5  
~~Canceling 3rd Revised~~ ~~2nd Revised~~ Sheet No. 5

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NORTHWESTERN PUBLIC SERVICE COMPANY  
33 Third ST SE POBOX 1318  
Huron, South Dakota 57350-1318  
Telephone 1-800-245-6977

NOTICE OF INTENT TO DISCONNECT SERVICE

MONTH 99, 9999

Customer Name  
Mailing Address  
City, State 99999-9999

Account Number: 9999999-9  
Service Address: \_\_\_\_\_

Dear Customer First Name,

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount \$999,999.99 Total Amount Of Bill \$999,999.99

We are willing to work with you to resolve the payment of your utility account. Please call a collection representative at our 24-hour Customer Service Center 1-800-245-6977.

Unless payment of \$999,999.99 is received prior to Month 99, 9999 service will be disconnected. If service is disconnected, it will not be restored without payment of your bill and a reconnection fee.

You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capital, 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 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.

Sincerely,  
NWPS  
Collection Department

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GF 97-004

R. E. Leyendecker

Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN ENERGY  
HIRON  
SOUTH DAKOTA

**Section No.6**  
3rd Revised Sheet No. 6  
Canceling 2nd Revised Sheet No.6

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CUSTOMER NAME DATE  
MAILING ADDRESS  
CITY, STATE ZIP

RE: ACCOUNT NUMBER

Dear CUSTOMER NAME

NorthWestern Energy has received a return payment in the amount of \$999,999.99 on the above account. Your payment was returned for the following reason:

REASON

Please resubmit your payment within five (5) business days. If your account was previously in the termination process, the termination process may continue. You may pay by choosing from any of the following options:

- 1) Mail your payment to Po Box 1338, Butte MT 59702
- 2) Pay online at [www.northwesternenergy.com](http://www.northwesternenergy.com)
- 3) Pay by phone with a NorthWestern Energy Customer Contact Representative at 1-800-245-6977 T
- 4) Pay via the automated phone system:  
  - Checking, Savings and Money Market payments 1-800-218-4959
  - Credit/Debit and ATM card payments 1-877-361-4927
- 5) Remit your payment to your nearest NorthWestern office. N

Your cooperation is greatly appreciated. If you have any questions, please call our Customer Contact Center at 1-800-245-6977. Our hours are 6am to 10pm. T

Sincerely,

NorthWestern Energy  
Collections Department

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Date Filed: December 5, 2008 Service on and after  
Effective Date: January 15, 2009

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**Jeffrey Decker**  
Issued By: Regulatory Specialist

NG08-014





SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No.6  
3<sup>d</sup> Revised Sheet No. 8  
Canceling 2<sup>nd</sup> Revised Sheet No.8

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

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PAST DUE NOTICE

DATE

Dear CUSTOMER NAME,

We still have not received settlement of your past due final bill.

Further action will be taken if this matter is not settled promptly.

Please mail your payment by return mail or call our Customer Contact Center at 1-800-245-6977 if you have any questions regarding your account or if you need to discuss possible payment arrangements.

Sincerely,  
NorthWestern Energy  
Collections Department

Account No: XXXXXXXX-X Amount Due: \$X,XXX.XX

Service At: SERVICE ADDRESS

Please return this portion with your payment

Date Filed: October 26, 2007

**Service on and after**  
Effective Date: November 20, 2007

Effective on less than 30 days notice by authority of the  
Public Utilities Commission of South Dakota, dated 11/20/2007.

Jeffrey Decker  
Issued By: Regulatory Specialist

1607-021



SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ ~~5th Revised~~ ---  
Canceling 4th Revised

Section No.6  
Sheet No. 9  
Sheet No. 9

DATE

T

First Name Last Name  
Address 1 Address 2  
Address 3  
Address 4

RE: Account #: \*\*\*\*\* \*

Dear: First Last Name

NorthWestern Energy has received a non-sufficient funds payment in the amount of \$999.999.99 on the above account.

Please pay the above amount in addition to a \$15.00 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 your nearest NorthWestern office.

I  
I  
C

If you have any questions 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  
Collections Department

T

Date Filed: December 5, 2008

Service on and after  
Effective Date: January 15, 2009

\_\_\_\_\_  
Jeffrey Decker  
Issued By: Regulatory Specialist

7608-014

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ Original  
Canceling

Section No.6  
Sheet No.9.3  
Sheet No.9.3

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Northwestern Energy - South Dakota  
Service Request Form

This form shall constitute the Customer's Agreement to the terms of the Gas Contract Sales Tariff. The Company shall have the right, to file for, and seek approval by the South Dakota Public Utilities Commission of, changes in rates, charges or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Agreement shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.

This agreement shall become effective as of \_\_\_\_\_, and shall be in effect for a primary term of \_\_\_\_\_ year(s) from such date, and from year to year thereafter, unless and until terminated by either party upon six (6) months' written notice.

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Address - Gas Delivery Point: \_\_\_\_\_

Customer Email Address - Notices: \_\_\_\_\_

Customer Address - Invoices: \_\_\_\_\_

Customer Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Receipt Point (NWE TBS): \_\_\_\_\_ Meter Number(s): \_\_\_\_\_

Daily Contract Demand: Therms/Day \_\_\_\_\_

IN WITNESS WHEREOF, the Parties hereto have executed this Service Request Form as of the day and year set forth below.

Company \_\_\_\_\_ Customer  
NorthWestern Energy \_\_\_\_\_  
By: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_  
Date: \_\_\_\_\_ Date: \_\_\_\_\_

Date Filed: July 20, 2005

Effective Date: September 1, 2005

Effective on less than 30 days notice by authority of the  
Public Utilities Commission of South Dakota, dated 8/9/2005.

\_\_\_\_\_  
Jeffrey Decker  
Issued By: Regulatory Department

NG05-008

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ 1st Revised \_\_\_\_\_  
Canceling Original

Section No.6  
Sheet No.9.4  
Sheet No.9.4

Fixed Price Gas Contract for Purchase and Delivery of Natural Gas to \_\_\_\_\_

1. Agreement and Service:

This Agreement is made and entered this \_\_\_\_ day of \_\_\_\_\_, to be effective \_\_\_\_\_ by and between NorthWestern Energy, a division of NorthWestern Corporation, a South Dakota corporation, hereinafter referred to as "Seller", and \_\_\_\_\_' hereinafter referred to as (Buyer). Seller will provide a natural gas supply and management service providing for the purchase and delivery of fixed price natural gas volumes as agreed to by Buyer..

2. Quantity of Natural Gas:

Seller will agree to sell and tender natural gas at the existing interconnection between the facilities of NorthWestern Energy ("NWE") and the buyer located near \_\_\_\_\_, South Dakota. Buyer agrees to purchase and receive at this point from Seller, natural gas supplies. Buyer elects to purchase a base load gas quantity ("BLGQ") per month from Seller for the months of November - April. The BLGQ is a fixed commitment, and the level of BLGQ is based on the customer's last 3 year average of consumption. Adjustments will be allowed for material changes in the nature of the customers business. Seller will provide a swing load gas quantity (SLGQ) service, for actual-gas usage above or below the base load quantity. All gas purchases for the months May 1 - October 31 will be priced at the monthly Ventura/Demarcation index price.

3. Price - Gas Supply:

a. Commodity Charge Price The BLGQ fixed rate is established at \_\_\_\_\_ including the gross up for applicable fuel rates for all pipeline and distribution systems utilized in delivery of Buyer's supply. Purchases for consumption beyond the contracted average will be available at this price as well. A true-up for the variance in price will be applied to all Rate 86 customers as stated in b. below.

b. Rate 86 True-Up Charge / Credit- The monthly over/under recovery of gas costs from the group of rate 86 customers will be tracked on a monthly basis. The customer's pro-rata share will be credited/charged annually on the July billing and will be shown as a separate line item. . Any customer leaving the Rate 86 customer group will need to make arrangements to recover their share of the balance upon leaving the rate group, as stated in the Rate 86 tariff.

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Date Filed: August 31, 2007

Effective Date: November 1, 2007

\_\_\_\_\_  
Jeffrey Decker  
Issued By: Regulatory Specialist

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No.9.5  
Canceling Original Sheet No.9.5

4. Term:

The term of this Agreement will be from \_\_\_\_\_ and will expire \_\_\_\_\_

5. Terms of Payment

Bills are due and payable upon receipt and will be delinquent if not paid by the 20<sup>th</sup> 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.

APPENDIX A

Original Dated

Gas Management Service Agreement for Purchase and Delivery of Natural Gas between NorthWestern Energy ("seller") and to Customer, Inc. ("Buyer")

Seller and Buyer agree to the following BLGQ volumes

Monthly BLGQ Terms

Month	Year 1 Volume	Year 2 Volume	Year 3 Volume	Average Volume
October **				
November				
December				
January				
February				
March				
April				

\* BLGQ can be adjusted with a five-business day notice prior to the month of use.

\*\* October Contracts are allowed for grain dryers only.

Buyer: \_\_\_\_\_ Seller: Northwestern Energy

By: \_\_\_\_\_ By: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Date Filed: August 31, 2007

Effective Date: November 1, 2007

NG07-018

Jeffrey Decker  
Issued By: Regulatory Specialist

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 10  
~~Canceling 2nd Revised~~ Sheet No. 10

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GE 97-004

R. E. Levendecker  
Issued By: Vice President-Market Development



SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
Canceling Original

Section No.6  
Sheet No. 10.1  
Sheet No. 10.1

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

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R. F. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
Canceling Original

Section No.6  
Sheet No. 11  
Sheet No. 11

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 7=004

R. E. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON,  
SOUTH DAKOTA 57350

Cancelling Original 1st Revised

Section No. 6  
Sheet No. 12  
Sheet No. 12

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Date Filed: December 30, 1992

Effective Date: February 1, 1993

Issued By:

R. F. Leyendecker  
**Vice President-Rates & Regulation**

NORTHWESTERN PUBLIC SERVICE COMPANY  
 HURON,  
 SOUTH DAKOTA

Cancelling Original Section No.6  
 Sheet No. 13  
 Sheet No.

SURETY BOND FOR UTILITY SERVICES

Form 36

SURETY BOND  
 FOR  
 UTILITY SERVICES  
 WITH  
 NORTHWESTERN PUBLIC SERVICE COMPANY

KNOW ALL MEN BY THESE PRESENTS that \_\_\_\_\_, as Principal and \_\_\_\_\_, as Surety, acknowledge themselves to be indebted and firmly bound unto Northwestern Public Service Company (NWPS), in the sum of \_\_\_\_\_ Dollars (\$ \_\_\_\_\_) for the payment whereof Principal and Surety bind themselves, their heirs, executors, administrators and assigns, jointly and severally by these presents.

WHEREAS, the Principal has entered into an agreement with NWPS to receive utility services from NWPS at \_\_\_\_\_ in \_\_\_\_\_, to pay promptly therefor, the bills presented by NWPS in accordance with the general terms and conditions of service and rate tariff schedules as filed with and approved by the appropriate regulatory authorities; and to abide by the rules and regulations of NWPS concerning such utility services.

WHEREAS, the Principal desires to furnish this Bond in lieu of another type of security for payment of sums due under the service agreement with NWPS.

NOW, THEREFORE, if the Principal performs its obligations and pays its bills for such utility services promptly when due, the obligation by the Surety under this Bond shall be void. If the Principal fails to perform any of the obligations under its agreement for service with NWPS, this Bond shall be in full force and effect and, upon written notice by NWPS, any sums due to NWPS under the service agreement shall be immediately payable.

The Surety may cancel this bond at any time by filing with NWPS thirty (30) days' written notice of its desire to be relieved of liability. The Surety shall not be discharged from any liability already accrued under this Bond, or which shall accrue hereunder before the expiration of the thirty-day period.

In the event that any actions or proceedings are initiated with respect to this Bond, the parties agree that the venue shall be in Beadle County, South Dakota.

IN WITNESS WHEREOF, the parties have hereunto signed this Bond this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_.

\_\_\_\_\_  
 Principal  
 By \_\_\_\_\_

\_\_\_\_\_  
 Surety  
 By \_\_\_\_\_  
 Attorney-in-fact

Date Filed: June 30, 1986 Effective Date: Service on and after November 14, 1986

Issued By: R. F. Leyendecker  
 Asst. Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
Canceling Original

Section No.6  
Sheet No. 14  
Sheet No. 14

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker

Issued By: Vice President-Market Development

7-004

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

2nd Revised  
Canceling 1st Revised

Section No.6  
Sheet No. **15**  
Sheet No. **15**

NORTHWESTERN PUBLIC SERVICE COMPANY  
33 Third ST SE POBOX 1318  
Huron, South Dakota 57350-1318  
Telephone 1-800-245-6977

MONTH 99, 9999

Customer Name  
Mailing Address  
City, State 99999-9999

Account Number: 9999999-9  
Service Address: xxx

Dear Customer First Name,

Per our recent conversation you ("customer"), and Northwestern Public Service Company have agreed to the following terms and conditions of the utility bill payment arrangement schedule:

1. Customer agrees to pay Northwestern for utility services billed to customer as well as any additional charges upon such sum. The payment schedule that Northwestern and customer have agreed to is.

Date Due: 99/99/9999	Amount Due: \$999,999.99
Date Due: 99/99/9999	Amount Due: \$999,999.99
Date Due: 99/99/9999	Amount Due: \$999,999.99
Date Due: 99/99/9999	Amount Due: \$999,999.99
Date Due: 99/99/9999	Amount Due: \$999,999.99

2. Customer agrees to make all scheduled payments on the dates specified.

3. Northwestern Public Service agrees not to disconnect utility service to customer at the above address so long as customer makes timely payments according to the payment schedule.

4. Customer agrees that if he or she fails to meet the payment schedule, Northwestern may, without further notice, disconnect utility service to customer.

Sincerely,  
NWPS  
Collection Department

Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Levendecker

Issued By: Vice President-Market Development

**G£97=004**

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 15.1  
1st Revised  
Canceling Original - , Sheet No. 15.1

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GE 97-004

R. E. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

**Section No.6**  
:Sheet No. 16.1  
~~Canceling~~ 2nd Revised  
1st Revised Sheet No. 16.1

NORTHWESTERN ENERGY

T

NATURAL GAS SALES AGREEMENT

CUSTOMER NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
City State

NorthWestern agrees to deliver and sell natural gas to the Customer, and the Customer agrees to receive and purchase natural gas from NorthWestern according to the following terms:

T

T

(1) The provisions of NorthWestern's Rate No. \_\_\_\_\_ and General Terms and Conditions, as approved by the appropriate regulatory authority. A copy of these tariff sheets may be obtained from NorthWestern.

T

T

(2) Customer's firm natural gas requirements are \_\_\_\_\_ therms/day. All natural gas delivered by NorthWestern to Customer in excess of such firm gas is interruptible gas. Such interruptible gas shall not be used during periods for which notice of curtailment has been given. Use of unauthorized gas during curtailment is subject to application of appropriate penalty provisions.

T

(3) The terms of this Agreement shall be one year, beginning this date, and shall continue for additional one-year terms beyond such initial term unless 90 days' written notice is provided by either party.

T,C

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

T

CUSTOMER

NORTHWESTERN ENERGY

T

By \_\_\_\_\_

By \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

Account No. \_\_\_\_\_

Date Filed: December 5, 2008

Effective Date: January 15, 2009

Jeffrey Decker

Issued By: **Regulatory Specialist**

NG08-014



SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
~~Canceling~~ Original

Section No.6  
Sheet No. 16.2  
Sheet No. 16.2

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

GE 97-004

R. E. Levendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
Canceling Original

Section No.6  
Sheet No. 16.3  
Sheet No. 16.3

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SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
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Section No.6  
Sheet No. 16.4  
Sheet No. 16.4

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R. F. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

1st Revised  
Canceling Original

Section No.6  
Sheet No. 16.5  
Sheet No. 16.5

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Date Filed: December], 1997

Effective Date: January 5, 1998

GE 97-004

R. E. Leyendecker  
Issued By: Vice President-Market Development

APPLICATION AND AGREEMENT  
FOR  
COMMERCIAL OR INDUSTRIAL CLASS SERVICE

NAME DATE -

SERVICE ADDRESS TOWN DEPOSIT -

MAIL BILLS TO: NAME \_\_\_\_\_

ADDRESS - - - - -

CITY OR TOWN -

The undersigned, hereinafter called Customer, requests NORTHWESTERN PUBLIC SERVICE COMPANY, hereinafter called Company, to furnish service as follows:

UTILITY CLASS OF SERVICE -

For the service requested, Customer agrees to pay Company at Company's rates as amended from time to time and filed with the South Dakota Public Utilities Commission. When two or more rates of Company are available for a certain class of service, Customer shall select the rate or rates to be applied, and such selection may not be changed within a twelve-month period unless there is a substantial change in the character or conditions of his service. Customer agrees that service will be furnished under Company's Terms and Conditions as amended from time to time and filed with the South Dakota Public Utilities Commission.

Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric and/or gas service.

Customer herewith deposits with Company the amount indicated above as a guarantee for the prompt payment of all accounts for service, to be held subject to the conditions stated in the receipt issued by Company.

CUSTOMER

Deposit Receipt No. - \_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Issued By By -  
Signature

AND

\_\_\_\_\_  
Approved By \_\_\_\_\_  
An Individual

Address

City or Town

NORTHWESTERN PUBLIC SERVICE COMPANY  
 HURON,  
 SOUTH DAKOTA 57350

Section No. 6

Cancelling 1st Revised Sheet No. 19  
Original Sheet No. 19

Form 156  
 (Rev. 4-92)

APPLICATION AND CONTRACT FOR NATURAL GAS SERVICE

NAME(S) \_\_\_\_\_ DATE \_\_\_\_\_ -

SERVICE ADDRESS \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ -

SOCIAL SECURITY NO(S) \_\_\_\_\_ DESIRED SERVICE DATE \_\_\_\_\_

PHONE NO. \_\_\_\_\_ EMPLOYER \_\_\_\_\_ BUS.PHONE NO. \_\_\_\_\_ -

HAIL BILLS TO: NAME \_\_\_\_\_ -  
 ADDRESS \_\_\_\_\_  
 \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

IF RENTING, LANDLORD IS:

\_\_\_\_\_  
 NBIOe Address City State Zip Code

Northwestern Public Service Company (hereafter called the "Company") is hereby authorized to run a service pipe from the Company's mains to supply the above premises. This order is made on the express understanding and agreement that the service pipe and all connections and appurtenances shall be and remain the property of the Company, that representatives of the Company shall at all times have the right to enter upon said premises to examine or repair the same, and that the Company shall have the right to remove the same at any time except while under contract to supply gas to said premises for which bills are promptly paid. Service under this contract will be furnished under the Company's Terms and Conditions as amended from time to time and filed with appropriate regulatory authorities.

I/We agree to make the minimum payment as marked below, for the labor and materials, and in the event that it is necessary to install a service pipe a distance in excess of the distance listed below, the additional fee per foot of service pipe in addition to such minimum:

Service pipe smaller than two inch, \$90.00 minimum payment for up to 150 feet, plus \$1.00 per foot for each foot in excess of 150 feet.

Two inch service pipe, \$175.00 minimum payment for up to 150 feet, plus \$1.50 per foot for each foot in excess of 150 feet.

Service pipe larger than two inch, \$300.00 minimum payment for up to 150 feet, plus all actual costs of pipe installations in excess of 150 feet.

Mobile homes in mobile home parks, \$75.00 minimum payment for up to 50 feet of horizontal piping, plus \$1.00 per foot for each foot in excess of 50 feet.

I/We further agree that this payment for labor and materials does not include any necessary revisions in my/our piping (that is, piping downstream of the Company's meter) or any conversion or modification of my/our appliances to enable them to utilize natural gas, and does not include any customer connection charge which the Company is authorized to charge for a new service or reconnection of a discontinued service under approved rate schedules.

OWNER(S) \_\_\_\_\_ NORTHWESTERN PUBLIC SERVICE COMPANY  
 \_\_\_\_\_ By \_\_\_\_\_ -  
 \_\_\_\_\_ Title: \_\_\_\_\_ -

Date Filed: \_\_\_\_\_ Effective Date: Service on and after  
 \_\_\_\_\_ April 24, 1992

Issued By: R. F. Leyendecker  
 Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON,  
SOUTH DAKOTA 57350

1st Revised  
Cancelling Original

Section No. 6  
Sheet No. 20  
Sheet No. 20

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Date Filed: November 18, 1991

Effective Date: December 10, 1991

Issued By: R. F. Leyendecker  
Vice President-Rates & Regulation

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**Residential  
Customer  
Information**

***We're here  
to serve you!***

---



Northwestern  
Public Service  
Company

**South Dakota**



**TO  
NWPS  
CUSTOMERS**



General Facts about NWPS	pg. 2
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Dear Customer:

We're happy to serve you. We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our residential customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.

A handwritten signature in cursive script that reads "R.A. Wilkens".

**R.A. Wilkens**  
President &  
Chief Executive Officer  
Northwestern Public Service Company

---

## ABOUT OUR COMPANY

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of December 31, 1991.)

South Dakota Communities	
Served Electrically	108
South Dakota	
Electric Customers	53,294
(including approx. 1,700 farm customers)	
South Dakota Communities	
Served with Natural Gas	35
South Dakota	
Gas Customers	30,947
Nebraska Communities	
Served with Natural Gas	4
Nebraska	
Gas Customers	37,409
Number of	
Employees	Nearly 455

NWPS is an investor-owned energy company, owned by 8,000 stockholders from all parts of the country.

## PUC REGULATION

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities  
Commission  
500 East Capitol  
Pierre, South Dakota 57501

Phone: (605) 773-3201  
or 1-800-332-1782

## HOW YOU ARE BILLED

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

### Electric

Electricity is measured and sold by kilowatt hour (KWH). A kilowatt hour represents the amount of electricity required to operate a 100-watt bulb for 10 hours.

The bill shows the present and previous readings of your electric meter. Subtracting the smaller figure from the larger figure will give you the amount of electricity you have used measured in KWH.

Your KWH consumed multiplied times the charge per KWH in the proper rate schedule will result in the amount you will pay for the electricity you have used. In addition to the above amount, a "fuel and purchased power adjustment" figure, a customer charge, and taxes are added to make up your complete monthly bill.

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## **Natural Gas**

Natural gas is measured and sold by hundreds of cubic feet (CCF). The bill shows the present and previous readings, of your gas meter. Subtracting the smaller figure from the larger figure will give you the CCF used since the last meter reading date.

Your CCF consumed multiplied times the charge per CCF in the proper rate schedule will result in the amount you will pay for the natural gas you have used. In addition to the above amount, purchased gas, peak shaving, BTU adjustments, a customer charge, and taxes are applied to complete the computation of your bill.

## **AN ESTIMATED UTILITY BILL**

You may receive an estimated bill when an NWPS employee cannot read your meter.

Estimated bills are indicated as such and are based upon your previous use of electricity or natural gas.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

## **PAYING YOUR BILL**

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order. We do not recommend sending cash through the mail.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

## **BUDGET PAYMENT PLAN**

As a general rule, the area in which we live experiences seasonal extremes in both summer heat and winter cold. The result, of course, can be significant differences in your heating and air conditioning bills from month to month. With this in mind, NWPS offers you a way to avoid unusually high bills caused by heating and air conditioning by averaging them with lower bills. NWPS will estimate your annual energy usage and divide the payments into 12 equal parts with an adjustment based on actual use at the end of the period. This allows you to better budget your utility bills each month. If you are interested in the Budget Payment Plan, contact your nearest NWPS office.

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## **LATE PAYMENT CHARGE**

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings.

The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are due upon receipt.

Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT FEE OF \_\_\_\_\_ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY THE NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account with an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you need assistance in paying your utility bill, we will make every effort to help you. NWPS will assist eligible customers in obtaining financial aid offered through various governmental agencies and programs.

## **MEASURING YOUR ENERGY USAGE**

### **Meter Reading**

Normally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution and to make sure they are operating safely and efficiently.

## **Meter Testing**

NWPS conducts a regular program of periodic testing of customers' meters. In this testing, almost all meters are found to be very accurate. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

## **Metering Equipment**

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, metering enclosures, and pressure regulating equipment.

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## **CUSTOMER CONNECTION CHARGE**

NWPS, has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this policy, any customer who moves into or relocates within NWPS's service area and who requests utility service, will be assessed a service connection charge. That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m.), Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

## **CONTINUITY OF SERVICE**

NWPS attempts to provide continuous service but cannot guarantee an uninterrupted or undisturbed supply of electric or natural gas *service*. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

## **IF YOU SHOULD HAVE A COMPLAINT**

NWPS thinks it is important that you are satisfied with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. If it does, please let us know. In most cases, the problem will be solved through a visit, or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

## **IN CASE OF A DISPUTE**

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.

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## ESTABLISHING UTILITY CREDIT

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate *very* much. Some customers, *however*, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do pay their bills promptly.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the three means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of *service* in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with NWPS, shall be deemed to *have* demonstrated unsatisfactory credit. In the *event* that a customer demonstrates unsatisfactory credit, NWPS will require that the customer:

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or

2. *Provide* a guarantor; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within *five* (5) business days after it is received.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments not to exceed four months.

## DISCONNECTION OF SERVICE

If you want to *have* your electric or natural gas service disconnected as the result of *moving* or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do this by letter, by personal *Visit*, or by a phone call to your local NWPS office.

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to *receive* electric or natural gas *service* from NWPS.

We do not like to disconnect or refuse *service* to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's, rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has broken the terms of the contract for *service* with NWPS, or has failed to furnish those things necessary to obtain utility *service*;

- 
5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions; or
  6. Unauthorized use or tampering with NWPS's service equipment.

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. When possible, NWPS will attempt to provide advance notice of such discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving service from NWPS at more than one location. Only the service for which the bill is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, NWPS will send that customer a written notice giving an additional ten (10) days in which to pay the bill to avoid disconnection.

- 
3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.
  4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.
  5. No disconnection will be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.
  6. Residential disconnection may be postponed for one 30-day period by presenting a physician's certificate stating that disconnection would aggravate a resident's existing medical emergency.
  7. Residential disconnection will not be made from November 1 to March 31 without adding to the time periods of paragraph 2 an additional 30 days.
  8. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.
  9. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.

- 
10. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name, where it is economically feasible to do so, and the tenant has turned down this offer.

### **THIRD PARTY NOTIFICATION**

Any customer may designate in writing the name, address, and telephone number of a third party to be notified in the event that utility service is to be discontinued for non-payment. NWPS will maintain a record of such third-party designations and will give notice of such proposed disconnection to the third party named by the customer. Such third-party designations may be guardians, relatives, friends, or others.

### **CALL BEFORE DIGGING**

If you are planning any excavation or construction on or near your property, please call the local NWPS office 24 hours in advance for location of underground distribution facilities.



SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON,  
SOUTH DAKOTA 57350

Section No. 6  
Sheet No. 21  
Cancelling Original 1st Revised                     Sheet No. 21

S. D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

Date Filed: May 4, 1992

Effective Date: May 22, 1992

Issued By: R. F. Leyendecker  
Vice President - Rates & Regulation

Commercial  
and  
Industrial  
Customer  
Information



Northwestern  
Public Service  
Company

South Dakota

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## TO NWPS COMMERCIAL & INDUSTRIAL CUSTOMERS



Dear Customer:

We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.



R. A. Wilkens  
President &  
Chief Executive Officer  
Northwestern Public Service Company

## ABOUT OUR COMPANY

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of February 29, 1992.)

South Dakota Communities Served Electrically	108
South Dakota Electric Customers (including approximately 1,700 farm customers)	53,212
South Dakota Communities Served with Natural Gas	36
South Dakota Gas Customers	31,129
Nebraska Communities Served with Natural Gas	4
Nebraska Gas Customers	37,454
Number of Employees	457

NWPS is an investor-owned energy company, owned by approximately 8,000 stockholders from all parts of the country.

## PUC REGULATION

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission (PUC) whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities  
Commission  
500 East Capitol  
Pierre, South Dakota 57501

Phone: (605) 773-3201  
or 1-800-332-1782

## HOW YOU ARE BILLED

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

## ELECTRIC SERVICE

### • Energy Measurement

Electricity is measured and sold by kilowatt hour (KWH). A KWH represents the amount of energy required to operate a 100-watt bulb for 10 hours. Your bill shows the present and previous readings of your electric meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the amount of electricity you have used during the billing month.

### • Demand Measurement

For many NWPS commercial and industrial rate schedules, a customer's bill is determined by measuring the KWH of electricity consumed and the customer's measured demand. This demand is the average number of kilowatts (KW) used by the customer during the 15-minute period of maximum use during the billing month. The demand charge is designed to assign to a customer its share of NWPS's fixed investment in production, transmission, and distribution equipment required to meet the customer's maximum demand for electricity. For certain small commercial customers, a flat customer charge is used rather than a measured demand charge. →

ELECTRIC SERVICE, continued.

- **Power Factor Adjustment**

NWPS may install metering equipment to determine the average power factor of a customer's installation. Power factor is a measurement of the relationship between real power (the useful power that does work) and apparent power (volt-amperes needed to supply magnetizing current which causes energy to flow through fluorescent lamps, motors, and transformers owned by the customer). If such average power factor is less than 95%, the customer's measured demand or energy may be adjusted according to a formula provided in NWPS's rate schedules. NWPS will work with customers to help them achieve a 95% or higher average power factor.

- **Fuel and Purchased Power Adjustment**

A customer's energy (KWH) charge is increased or decreased to reflect changes in the cost of fuel used to generate electricity and energy purchases experienced by NWPS.

- **Sales Taxes**

In addition to the above items, state and local sales taxes, which are collected by NWPS and submitted to the South Dakota Department of Revenue, are added to make up your complete monthly bill.

- **Cogeneration and Small Power Production**

Under the Public Utility Regulatory Policies Act of 1978, power production and cogeneration facilities which have received qualifying status from the Federal Energy Regulatory Commission are authorized to make an interconnection with the electric systems of public utilities, such as NWPS. To obtain further information about such an interconnection, contact your local NWPS office.

- **Protection Service**

NWPS cannot render service to any customer for the operation of any devices which have a detrimental effect upon the service rendered to other customers. NWPS will endeavor to cooperate with its customers when consulted concerning the intended use of any device.

Where the customer's use of electricity is intermittent or subject to violent fluctuations, NWPS reserves the right to require the customer to furnish at his own expense suitable equipment to reasonably limit such intermittence or fluctuation

This provision is not applicable to customers utilizing supplemental or alternative energy sources, unless such energy sources create an unsafe or damaging condition on the NWPS electric system or on the electric service provided to other customers.

- **Electric Motors**

Individual motors over 1/2 horsepower and/or having a rating exceeding 7-1/2 amperes shall be connected to a 240 volt circuit. Single phase motors exceeding 5 horsepower and/or with locked rotor current exceeding 100 amperes shall not be connected to the NWPS system without prior NWPS approval.

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## NATURAL GAS SERVICE

Natural gas is measured and sold in hundreds of cubic feet (CCF). The bill shows the present and previous readings of your gas meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the CCF used since the last meter reading date.

- **Contract Demand**

For many NWPS commercial and industrial firm rate schedules, a customer's bill is determined by measuring the CCF of gas consumed and the customer's CCF of daily contract demand. Such daily contract demand represents the firm gas volumes contracted by the customer.

- **Purchased Gas Cost Adjustment Clause**

A customer's natural gas rate per CCF is increased or decreased by an adjustment amount equal to any increase or decrease in the cost per CCF of natural gas purchased by NWPS.

- **BTU Adjustment Clause**

The rates to be charged by NWPS are for natural gas with a heating value of 1000 British Thermal Units (BTUs) per cubic foot. A customer's metered consumption in CCF volumes will be adjusted upward or downward so that he is billed for an equivalent of 1000 BTUs per cubic foot.

- **Peak Shaving Adjustment**

NWPS uses propane as a peak shaving fuel during periods of heavy customer usage. The rates as approved by the PUC to be charged by NWPS include a base peak shaving propane fuel cost. A customer's metered consumption in CCF volumes will be adjusted upward or downward for the difference between the actual average peak shaving propane fuel cost and the base cost.

- **sales Taxes**

In addition to the above amounts, state and city sales taxes are applied to complete the computation of your bill.

- **Gas Transportation service**

NWPS offers firm and interruptible transportation service to its gas customers. Such transportation service is provided under NWPS's tariffs and a Transportation Service Agreement.

- **Billing Day and Curtailment of Gas for Interruptible Customers**

The billing day for the purpose of determining the amount of firm gas used will be from 12:00 o'clock noon one day until 12:00 o'clock noon the next day. NWPS shall have the right to curtail or limit a customer's use of gas during any billing day to the Contract Demand then in effect when demand by firm and higher priority interruptible natural gas purchasers exceeds available pipeline supply. Curtailment of interruptible gas will commence at 12:00 o'clock noon at the start of a new billing day. Under normal circumstances, notice of curtailment of interruptible gas will be given to the customer prior to 10:00 o'clock A.M. of the calendar day in which curtailment is to begin.

In cases of emergency, however, any notice prior to 12:00 o'clock noon is deemed to place the curtailment in effect at 12:00 o'clock noon, and such curtailment shall continue in effect until NWPS notifies the customer that the curtailment is released. In cases of emergency when notice of curtailment cannot reasonably be given immediately prior to a new billing day, a customer will cooperate with NWPS by curtailing its use of interruptible gas as soon as possible after notice of curtailment by NWPS.

Proper notice of curtailment will be deemed to have been given when any person or persons authorized to receive curtailment orders on behalf of the customer has been notified by telephone or in person by a representative of NWPS. →

NATURAL GAS SERVICE-Curtailment of Gas  
for Interruptible Customers, continued.

NWPS will endeavor to give a customer as much notice as possible with respect to curtailment of service. A customer must provide and maintain complete standby facilities and have available at all times sufficient standby fuel to maintain continuous plant operations during complete curtailment in the delivery of natural gas.

**OPTIONAL RATES**

When a customer qualifies for two or more rates, the choice of such rates lies with the customer. A customer who believes he may qualify for service under more than one rate schedule, should contact NWPS for advice on what alternatives are available.

New electric customers or those with increased load requirements may find NWPS's New Business Incentive Rider (Option N), Increased Usage Incentive Rider (Option I), or Discounted Energy Option Rider (Option X) will result in energy cost savings for their firms.

In addition, customers who operate at a high load factor or improve their load factor will benefit from lower cost energy. Load factor is the measure of the efficient use of electrical demand requirements.

**AN ESTIMATED UTILITY BILL**

You may receive an estimated bill when an NWPS employee cannot read your meter. Estimated bills are indicated, as such and are based upon your previous use of electricity or natural gas. For electric customers with demand metering, such meters must be read monthly.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

**PAYING YOUR BILL**

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you. An after-hours deposit box is also available at many NWPS offices.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

**LATE PAYMENT CHARGE**

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings. The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are payable upon receipt. Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT CHARGE OF \_\_\_\_\_ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account having an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you are having problems in paying your utility bill, we will make every reasonable effort to work with you.

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## MEASURING YOUR ENERGY USAGE

- **Meter Reading**

Nonnally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution.

- **Meter Testing**

NWPS conducts a regular program of periodic testing customers' meters. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

- **Metering Equipment**

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, and metering enclosures.

For gas installations the customer furnishes, owns, and maintains all fuel piping, equipment, appliances, and other devices necessary to distribute gas service from the point on the outlet side of the NWPS meter.

A customer is not pennitted to receive power or energy through one meter and resell such power or energy to another user through separate meters, regardless of who owns the meter serving the ultimate user.

- **Master Metering Restrictions**

All buildings, mobile home parks, and trailer courts for which construction was begun after June 13, 1980, shall be metered separately for each residential or commercial unit, with the exception of hospitals; nursing homes; transient hotels and motels; donnitories; campgrounds; other residential facilities of a purely transient nature; central heating or cooling systems; central ventilating systems; central hot water systems; residential multiple occupancy building of only two units, one of which unit is occupied by the owner of the building; and multiple occupancy buildings constructed, owned, or operated with funds appropriated through the Department of Housing and Urban Development or any other federal or state government agency.

Any existing multiple occupancy building receiving master metered service which is substantially remodeled or renovated for continued use as a multiple occupancy building, if such remodeling orrenovation is begun after June 13, 1980, shall be individually metered, unless the building meets any of the exceptions listed above or unless the owner of such building demonstrates to the satisfaction of the PUC that conversion from master metering to individual metering would be impractical, uneconomical, or unfeasible.

The restrictions against master metering contained in the preceding paragraph are waived to the extent requests for variances are granted by the PUC.



## **RESALE OF UTILITY SERVICE PROHIBITED**

Utility service furnished by NWPS under any rate schedule may not be resold by the customer in any manner.

## **CUSTOMER CONNECTION CHARGE**

NWPS has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this tariff provision, any customer who moves into or relocates within NWPS's service area, and who requests utility service, will be assessed a service connection charge.

That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m., Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

## **CONTINUITY OF SERVICE**

NWPS attempts to provide continuous service but cannot guarantee an **uninterrupted** or undisturbed supply of electric or natural gas service. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or

protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

## **IF YOU SHOULD HAVE A COMPLAINT**

NWPS believes it is important that you are **satisfied** with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. **If** it does, please let us know. In most cases, the problem will be solved through a visit or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

## **IN CASE OF A DISPUTE**

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.

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## **ESTABLISHING UTILITY CREDIT**

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate very much. Some customers, however, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do maintain prompt payment records.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the four means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of service in the last year or three or more disconnection notices in the last year or has an undisputed outstanding debt with NWPS shall be deemed to have demonstrated unsatisfactory credit. In the event that a customer demonstrates unsatisfactory credit, NWPS will require that the customer.

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or
2. Provide a letter of credit or post a surety bond; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility

services within five (5) business days after it is received; or

4. Negotiate another option with NWPS.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments over a period not to exceed four months.

## **DISCONNECTION OF SERVICE**

If you want to have your electric or natural gas service disconnected as the result of moving or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do this by letter, by personal visit, or by a phone call to your local NWPS office.

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to receive electric or natural gas service from NWPS.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has breached the terms of the contract for service with NWPS or has failed to furnish those things necessary to obtain utility service; or
5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions. →

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DISCONNECTION OF SERVICE, continued.

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. Also, NWPS may immediately discontinue service if unauthorized use or tampering with NWPS's service equipment is discovered. When possible, NWPS will attempt to provide advance notice of discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving more than one class of service from NWPS. Only the class of service for which payment is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, the customer has an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.
4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.
5. No disconnection shall be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.
6. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.
7. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.
8. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name where it is economically feasible to do so, and the tenant has turned down this offer.

If service is disconnected for nonpayment, it will not be restored without payment of the outstanding bill and a reconnection fee and the furnishing of adequate security for the utility account.

**CALL BEFORE DIGGING**

. If you are planning any excavation or construction on or near your property, please call the local NWPS office 48 hours in advance for location of underground distribution facilities.

Northwestern Public Service  
Company

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No.6  
Original Sheet No. 22  
Canceling Original Sheet No. 22.1  
through Original Sheet No. 22.8

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SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
Sheet No. 23  
Canceling Original Sheet No. 23.1  
through Original Sheet No. 23.8

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SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
 HURON  
 SOUTH DAKOTA

\_\_\_\_\_ 1<sup>st</sup> Revised \_\_\_\_\_  
 Canceling Original

Section No.6  
 Sheet No.24.1  
 Sheet No.24.1

NorthWestern Energy - South Dakota  
 Service Request Form

T

This form shall constitute the Customer's Agreement to the terms of the Gas Transportation Tariff. The Company shall have the right, to file for, and seek approval by the South Dakota Public Utilities Commission of, changes in rates, charges or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Agreement shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.

This agreement shall become effective as of \_\_\_\_\_, and shall be in effect for a primary term of \_\_\_\_\_ year(s) from such date, and from year to year thereafter, unless and until terminated by either party upon six (6) months' written notice. ..

Customer Name: \_\_\_\_\_

Customer Account Number: \_\_\_\_\_ SIC Code: \_\_\_\_\_

Customer Address - Gas Delivery Point: \_\_\_\_\_

Customer Address - Notices: \_\_\_\_\_

Customer Address - Invoices: \_\_\_\_\_

Customer Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Receipt Point (NWE TBS): \_\_\_\_\_

Delivery Point: \_\_\_\_\_

Meter Number(s): \_\_\_\_\_

Previous Rate Designation(s): \_\_\_\_\_

Service Quantity: Therms/Day \_\_\_\_\_

Firm Transportation: Therms/Day \_\_\_\_\_

Daily Balancing: Therms/Day \_\_\_\_\_

Standby Supply Therms/Day \_\_\_\_\_

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ 1<sup>st</sup> Revised  
Canceling Original

Section No.6  
Sheet No.24.2  
Sheet No.24.2

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NorthWestern Energy - South Dakota  
Service Request Form

T

Pricing:

From time to time, Customer and Company shall negotiate a rate and term of transportation which shall be by purchase nomination order in the form which is attached as Exhibit A and incorporated by reference in this Agreement.

Service Qualifications:

The Company is notifying Customers who have elected Gas Transportation Service of the risks of transportation reasonably known at the time the Customer begins transporting gas. The Customer hereby understands it may be subject to risks which include, but may not be limited to, the following:

- 1) The Company may not have firm or interruptible gas sales service available if the Customer seeks to purchase gas from the Company; and.
- 2) The Customer may be subject to pipeline penalties assessed to the Company which are caused by the Customer consuming the Company's gas with no authority to do so; and,
- 3) **If** the Customer elects to discontinue transporting gas and if the Company is able to secure a source of gas supply and transportation for the Customer, the cost of such gas and transportation may exceed the cost of gas being purchased by the Company's other Customers.

IN WITNESS WHEREOF, the Parties hereto have executed this Service Request Form as of the day and year set forth below.

Company

Customer

NorthWestern Energy

T

By:

'By:

Title:

Title:

Date:

Date:

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Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker

Issued By: Regulatory Specialist



SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

1<sup>st</sup> Revised  
Canceling Original

Section No.6  
Sheet No.24.3  
Sheet No.24.3

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North Western Energy - South Dakota  
Service Request Form

T

EXHIBIT "A"  
GAS TRANSPORTATION TARIFF  
PURCHASE NOMINATION ORDER

This Purchase Nomination Order ("PNO") is made and entered into by and between Customer and Company. This PNO is pursuant to and in accordance with the provisions of the Agreement for Gas Transportation Tariff executed between the Parties and Company's Gas Transportation Tariff as on file with and made effective by the South Dakota Public Utilities Commission.

TELECOPY TO: \_\_\_\_\_

ATTENTION: \_\_\_\_\_

Telephone: \_\_\_\_\_ Telecopier: \_\_\_\_\_

RATES:

Transportation: \_\_\_\_\_ per MMBtu transported

Others:

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Please acknowledge the terms outlined above by signing below, and return via facsimile to \_\_\_\_\_

North Western Energy \_\_\_\_\_  
"Company" "Customer"

T

\_\_\_\_\_  
Name Date Name Date

Date Filed: October 28, 2005

Effective Date: January 1, 2006

\_\_\_\_\_  
Jeffrey Decker



SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 25.1  
Canceling Original Sheet No. 25.1

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**NorthWestern Energy - South Dakota  
Supplier Service Agreement**

T

This Supplier Service Agreement is made and entered into as of the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between Northwestern Energy (NWE) and \_\_\_\_\_, as agent for various end users (Group Customer).

T

WHEREAS, NWE and end users for whom Group Customer acts as agent have entered into an agreement for Natural Gas Transportation Service pursuant to the terms of NWE tariffs on file with and made effective by the South Dakota Public Utilities Commission and;

T

T

WHEREAS, Group Customer qualifies under NWE Optional Balancing Transportation Service tariff as a Group Customer and wishes to elect optional group balancing service.

T

NOW THEREFORE, in consideration of the mutual promises contained in this Agreement, the parties agree as follows:

1. NWE will calculate the level of Group Customer's monthly and daily imbalances at the delivery points shown on Appendix A to this Agreement as if incurred under the terms of its Gas Transportation Tariff by one customer.
2. This Agreement is subject to the provisions of NWE's transportation tariff, the general terms and conditions of service applicable to transportation customers and the optional group balancing transportation service tariff as the same may be amended from time to time.

T

T

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Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: Regulatory Specialist

**NG05-014**

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

1<sup>st</sup> Revised  
Canceling   Original

Section No. 6  
Sheet No. 25.2  
Sheet No. 25.2

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NorthWestern Energy - South Dakota  
Supplier Service Agreement

T

3. NWE shall have the right to file for, and seek approval by the South Dakota Public Utilities Commission for changes in rates, charges, or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Contract shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.

T

4. This contract shall become effective as of \_\_\_\_\_ and shall continue for monthly terms thereafter and may be terminated by Company with three days' written notice and Group Customer upon one month's written notice. The contract may be amended at any time by execution of a revised Appendix A to change the applicable delivery points.

IN WITNESS WHEREOF, the parties have executed this Agreement, effective as of the date first written.

NorthWestern Energy

\_\_\_\_\_  
Group Customer

T

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

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Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker

Issued By: Regulatory Specialist

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ 1<sup>st</sup> Revised \_\_\_\_\_  
Canceling Original

Section No.6  
Sheet No.25.3  
Sheet No.25.3

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NorthWestern Energy - South Dakota  
Supplier Service Agreement

T

APPENDIX A

Delivery Points

- 1.
- 2.
- 3.

NorthWestern Energy

\_\_\_\_\_  
Group Customer

T

By: \_\_\_\_\_

By: \_\_\_\_\_

Date, \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Effective Date of Appendix A

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
 HURON  
 SOUTH DAKOTA

\_\_\_\_\_ 1<sup>st</sup> Revised  
 Canceling Original

Section No.6  
 .Sheet No. 26  
 Sheet No. 26

NORTHWESTERN ENERGY' SOUTH DAKOTA  
 TRANSPORTATION SERVICE DESIGNATION

T

This form shall designate the responsibility of the various parties in the delivery of transportation service. The information listed shall be assumed to be correct until a revised form is received by NorthWestern Energy.

T  
 T

Customer Name: \_\_\_\_\_

Customer Contact \_\_\_\_\_ Title: \_\_\_\_\_

Customer Address- Gas Delivery Point: \_\_\_\_\_

Meter Number(s): \_\_\_\_\_

Effective Date (first of month): \_\_\_\_\_

Gas Supplier: \_\_\_\_\_

Gas Supplier Contact Name: \_\_\_\_\_

Nominations:

The nominations for the delivery point(s) listed above will be made by the party designated below.

_____ Customer	Phone: _____	_____	Fax: _____	_____
_____ Supplier	Phone: _____	_____	Fax: _____	_____

Usage Information:

The usage information for the delivery point(s) listed above will be sent to the party designated below.

_____ Customer	Phone: _____	_____	Fax: _____	_____
_____ Supplier	Phone: _____	_____	Fax: _____	_____

Billing:

The transportation billing for the delivery point(s) listed above will be sent to the party designated below. The Customer shall be responsible for the amount billed regardless of the party designated.

_____ Customer	(will be sent to address listed on agreement)	_____
_____ Supplier	Address: _____	_____

The Customer is responsible for notifying NorthWestern Energy of changes to the above information 3 work days prior to the beginning of the month that the changes are to take effect. Please return this document via fax to: (605) 353-7479

T

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Date Filed: October 28, 2005

Effective Date: January 1, 2006

\_\_\_\_\_  
 Issued By: Regulatory Specialist

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
2nd Revised Sheet No. 27  
Canceling 1st Revised Sheet No. 27

**NORTHWESTERN ENERGY - SOUTH DAKOTA**  
**REQUEST FOR TELEMETERING SERVICE**

In order to provide gas transportation service under the terms of the Gas Transportation Tariff a customer must have telemetry equipment installed. According to the terms of the tariff, the customer will be billed for all costs relating to the installation of the required telemetry equipment. This charge will be considered a non-refundable contribution in aid of construction. NorthWestern Energy (NWE) will retain ownership of the equipment and be responsible for maintenance. The charges include an income tax gross-up of the contribution amount.

D

The standard labor and equipment charged to the customer include the following:

- 1) Cost of the telemetering hardware
- 2) Hardware necessary to retrofit existing meter (electrocorrector installation)
- 3) Labor required to modify meter
- 4) Labor required to install telemetering equipment

D

The telemetering installation costs will be billed as an additional item on the monthly transportation billing. If you would like NWE to bill your gas supplier for these charges, please enter the supplier's information below. You, as the customer of NWE, will have responsibility for these charges should payment not be received by NWE from the supplier designated.

Gas Supplier to be billed: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Return this executed Request for Telemetering Service to:

NorthWestern Energy  
600 Market Street W.  
Huron, South Dakota 57350  
Phone: (605) 352-8411 or 1-800-245-6977  
FAX: (605) 353-8346

Agreed to by: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

Date Filed: May 20, 2011

Effective Date: December 1, 2011

NG 11-003

Jeff J. Decker  
Issued By: Specialist Regulatory

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

\_\_\_\_\_ 1<sup>st</sup> Revised  
Canceling Original

Section No.6  
Sheet No. 28  
Sheet No. 28

EXTENDED SERVICE AGREEMENT

.NAME(S)\_ ' \_\_\_\_\_ DATE \_\_\_\_\_  
SERVICE ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_  
ACCOUNT NO. \_\_\_\_\_ RATE NO. \_\_\_\_\_ BILLING CYCLE \_\_\_\_\_

The undersigned Customer and NorthWestern Energy ("NWE") agree that natural gas will be provided by Company to Customer as follows:

(1) Customer has natural gas requirements of at least 2,000 therrns per day and is receiving natural gas service from NWE under the rate listed above.

(2) During the term of this Agreement, the rate per therrn of natural gas delivered by NWE to Customer will be subject to the discounts on the non-gas portion of the commodity rate in accordance with the following:

Years Remaining in Contract Term	Discount
More than four	8 percent
Four	4 percent
Three	3 percent
Two	2 percent
One	1 percent

(3) The term of this Agreement shall be five years, beginning with the execution of this Agreement.

(4) All provisions of NWE's filed tariff listed above, including NWE's General Terms and Conditions, all as amended from time to time and filed with the South Dakota Public Utilities Commission, not specifically changed by this Agreement shall apply.

Accepted and approved this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_

NORTHWESTERN ENERGY                      CUSTOMER

By \_\_\_\_\_ By \_\_\_\_\_

Title \_\_\_\_\_ Title \_\_\_\_\_

Date Filed: October 28, 2005

Effective Date: January 1, 2006

\_\_\_\_\_  
Issued By: Jeffrey Decker  
Regulatory Specialist



SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No.6  
Sheet No. 29  
Sheet No. 29  
2nd Revised  
Canceling 1st Revised

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DATE

Name  
Address  
City ST Zip

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Dear

Account Number:  
Case Number:  
Deposit Amount:  
Number of Installments:

We have received notice from the Bankruptcy Court in regards to your Bankruptcy case, NorthWestern Energy has established a new account for all charges that occur after your filing date, All charges outstanding prior to your filing will remain on file with NorthWestern Energy pending Discharge of Debtor Notification from the Bankruptcy Court.

You have demonstrated unsatisfactory credit with NorthWestern Energy; therefore the additional deposit will be billed along with your monthly energy charges in the number of installments indicated above, A \$10,00 Customer Connection Charge, per service, will also appear on your first bill. NorthWestern Energy will hold the depOSit for 12 months, after 12 months of satisfactory credit your deposit plus accrued interest will be refunded to your account.

If you have any questions or concerns regarding your account with us, please feel free to contact our 24-hour Customer Contact Center at 1-800-245-6977.

Sincerely,

Northwestern Energy  
Collections Department

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Date Filed: December 5, 2008

Service on and after  
Effeelive Date: January 15, 2009

NSG08014

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**Jeffrey Decker**  
Issued By: ReguJatory Specialist

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

**Section No.6**  
~~2nd Revised~~ Sheet No. 30  
Canceling 1st Revised Sheet No. 30

DATE

CUSTOMER NAME  
ADDRESS  
CITY STATE ZIP

L

Account Number: XXXXXXXX-X  
Service Address: <Service Address>

L

Dear <Customep

Paying your Northwestern Energy monthly budget bill is important NorthWestern's Budget Payment Plan is a convenient way of paying the same amount each month. Because your budget account is past due, it is in the process of being removed from the Budget Payment Plan. Once the account is removed from this program, the account balance will be billed in full. If you would like to discuss your account, please contact a representative immediately at 1-800-245-6977.

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NorthWestern's Budget Payment Plan makes paying your monthly utility bill easy. To make this process even easier we offer NorthWestern's EZ Pay. With NorthWestern's EZ Pay, your utility bill is automatically paid from your bank account on the day you choose. To sign up for NorthWestern's EZ Payor to get more information, please call our Customer Contact Center at 1-800-245-6977.

T

Sincerely,

NorthWestern Energy  
Collections Department

Dale Filed: Decemher 5, 2008

**Service on and after**  
**Effective Date: January] 5,2009**

Jeffrey Decker  
Issued By: Regulator Specialist

NG08-014

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Original  
Canceling

Section No.6  
,Sheet No. 31  
Sheet No. 31

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NORTHWESTERN PUBLIC SERVICE COMPANY

33 Third ST SE                      POBOX 1318  
Huron, South Dakota 57350-1318  
Telephone 1-800-245-6977

MONTH 99, 9999

Customer Name  
Mailing Address  
City, State 99999-9999

Account Number: 9999999-9  
Service Address: \_\_\_\_\_

Dear Customer First Name,

After reviewing our records, we noticed that within the past 12 months, you received three or more disconnection notices on your utility account or had service disconnected one or more times. According to our credit policy, this demonstrates unsatisfactory credit.

Because of this, your account has been set up to bill you a deposit equal to one sixth of your estimated annual utility billings. This deposit has been set up in the amount of \$9999.99. Your account will be billed in four installments of \$9999.99 beginning with your next bill.

To re-establish satisfactory credit with Northwestern Public Service Company, you must not have had service disconnected for nonpayment of a bill for services rendered and have received less than three disconnection notices for a twelve month period. Your deposit will automatically be refunded to your account for the full amount of the deposit plus interest upon re-establishment of satisfactory credit.

If you wish to discuss your account with a collection representative, please contact our 24-hour Customer Service Center at 1-800-245-6977.

Sincerely,  
NWPS  
Collection Department

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. E. Leyendecker

Issued By: Vice President-Market Development

GE 97-004