CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

DATE

N

RE: ACCOUNT NUMBER

Dear CUSTOMER NAME

NorthWestern Energy has received a return payment in the amount of $X,XXX.XX 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

3) Pay by phone with a NorthWestern Energy Customer Care Representative at 1-800-245-6977

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

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

Sincerely,
NorthWestern Energy
Collections Department

CUSTOMER NAME DATE
MAILING ADDRESS
CITY, STATE ZIP

RE: Account #
Name of Issuer:
Bank Name:
Date of Check:
Amount of Check: $X,XXX.XX

Dear CUSTOMER NAME

Life is hectic, and sometimes details can fall through the cracks. According to our records, the following has occurred with your NorthWestern Energy account:

The above referenced item has been returned to NorthWestern Energy for collections. 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, cashier's check or credit card to your nearest NorthWestern office.

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,
Credit/Collection Department
NorthWestern Energy

N