

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 1**  
**SIoux FALLS 15th Revised Sheet No. 1**  
**SOUTH DAKOTA Canceling 14th Revised Sheet No. 1**

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**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 1  
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PRELIMINARY STATEMENT  
(Continued)

TYPES AND CLASSES OF SERVICES

Service shall be alternating current at 60 Hertz and shall be single phase at secondary voltage unless otherwise provided in the rate schedule.

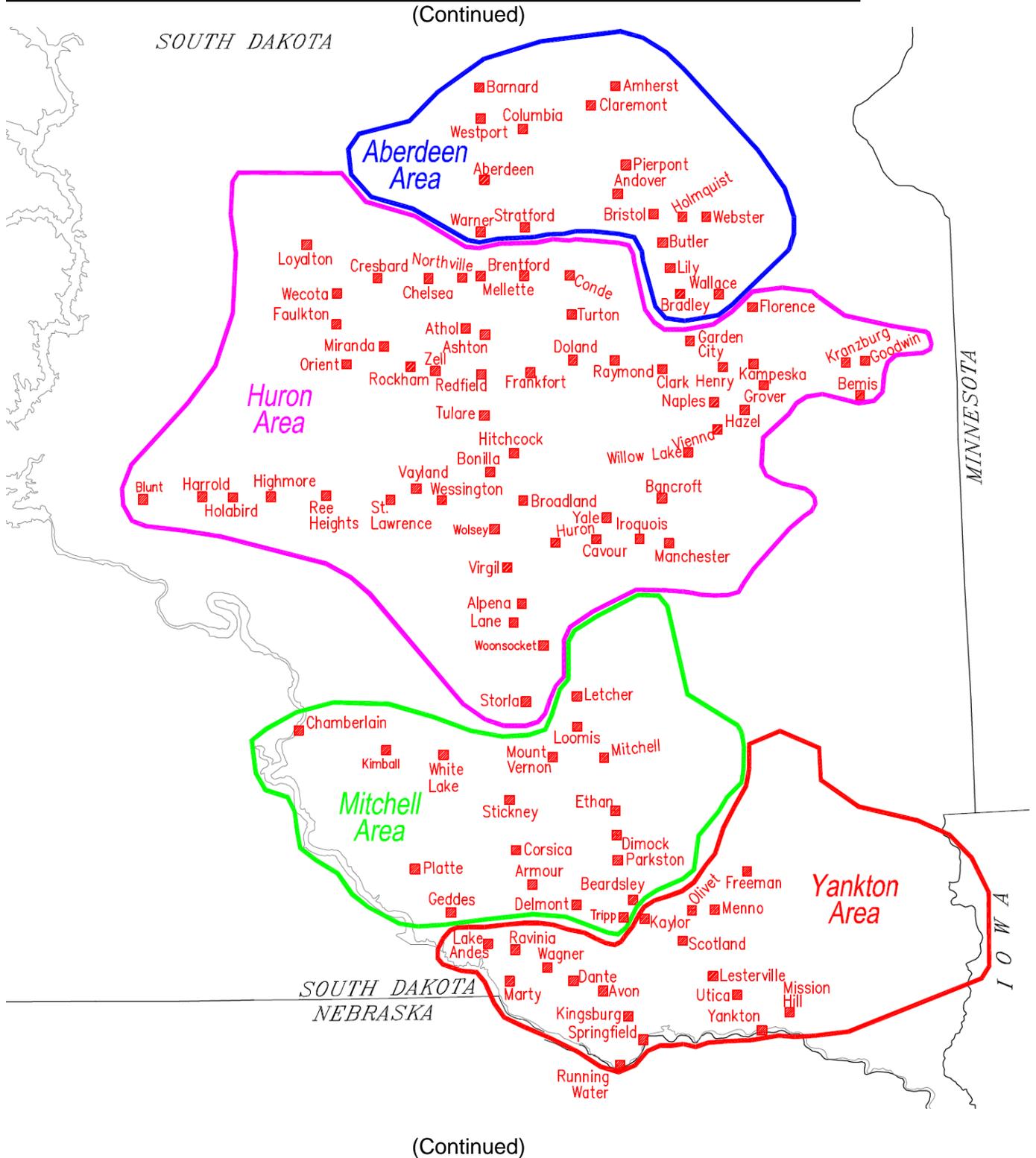
DEFINITION OF SYMBOLS

The following symbols on rate schedules or terms and conditions shall signify the following revisions:

- ( C ) To signify changed listing, rule or condition which may affect rates or charges.
- ( D ) To signify discontinued material, including listing, rate, rule or condition.
- ( I ) To signify increase.
- ( L ) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition.
- ( N ) To signify new material including listing, rate, rule, or condition.
- ( R ) To signify reduction.
- ( T ) To signify change in wording of text but no change in rate, rule or condition.

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CLASS OF SERVICE: Irrigation Service

RATE NO. 17

(Continued)

3. The energy charge will be billed monthly based on consumption.
  
4. The applicable minimum seasonal charge will be billed to the customer in equal monthly installments during the five months, or the remaining months, of the irrigation season represented by the months of May through September inclusive, irrespective of whether the customer is billed for energy. All systems, unless otherwise directed by customer, will be energized at the beginning of the irrigation season and applicable facilities charges will be billed for the entire season. Demand charges will be billed in full for each month during the irrigation season after the commencement of energy usage. The customer may choose not to have his service energized and avoid applicable facilities charges; however, if a request to be energized occurs at any time during the irrigation season, the customer will be responsible for facilities and demand charges for the entire irrigation season.
  
5. If facilities charges are not billable during any two consecutive irrigation seasons, the Company may, at its option, remove its equipment (i.e. transformers, poles, conductors, etc.) or sell such equipment to the customer. If equipment is removed because the customer chose not to be subject to the minimum seasonal charge and chose not to purchase the facilities necessary to transmit service to the irrigation system, reconstruction of the service from the Company's lines to the system shall be at the customer's expense. All materials, except transformers, and all labor to install and remove facilities will be at the expense of the customer requesting service.

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CLASS OF SERVICE: Reddy-Guard

RATE NO. 19

APPLICABILITY

This schedule is available for outdoor lighting of Residential, Commercial, Industrial, Farm and rural areas and for street or highway lighting if regular street lighting is not feasible.

TERRITORY

Company's Assigned Service Area.

<u>RATE</u>	Nominal Rating <u>In Watts</u>	Rate Per Month <u>Unmetered</u>	Rate Per Month <u>Metered</u>	
High Pressure Sodium Vapor	35	\$4.00	\$3.63	I
	50	\$4.15	\$3.63	I
	100	\$6.29	\$5.00	I
	150	\$6.56	\$5.00	I
	250	\$10.00	\$5.71	I
	400	\$12.71	\$7.90	I
	1000	\$26.58	\$14.65	I
Mercury Vapor	175	\$4.32	\$2.31	I
	250	\$6.12	\$2.88	I
	400	\$9.09	\$3.63	I
	1000	\$17.24	\$6.45	I
Metal Halide	250	\$6.24	\$3.34	N
	400	\$9.26	\$4.20	N
	1000	\$17.24	\$4.21	N
LED	48	\$8.13	\$7.31	N
	73	\$10.16	\$8.92	N

The "Unmetered" cost per lamp applies if the service to the Reddy-Guard unit is not metered. The "Metered" cost per lamp applies if the kilowatt hour use is metered and included with the Customer's service bill.

Adjustment Clauses

- a. Adjustment Clause shall apply.
- b. Tax Adjustment Clause shall apply.
- c. Bill Crediting Program shall apply.
- d. Demand Side Management Program shall apply.

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CLASS OF SERVICE: Reddy-Guard RATE NO. 19  
(Continued)

Service will be furnished under the Company's General Terms and Conditions and the following provisions:

OTHER PROVISIONS

1. Due to the Energy Policy Act of 2005, after May 1, 2008, the Company will no longer install Mercury Vapor fixtures for new installations.
2. The lighting unit defined as a bracket and fixture, shall be installed on a pole or other facility approved by the Company. If the lighting unit is installed on the Customer's premise, the Customer shall furnish all facilities necessary to operate the lighting unit. The light shall be controlled automatically to provide dusk to dawn service.
3. Maintenance and repair shall be provided during normal working hours by the Company after notification by the Customer.
4. Electric service to Reddy-Guard lighting units installed on Company owned facilities, other than a distribution pole, shall be furnished under Rate Schedule No. 56.

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CLASS OF SERVICE:    Commercial Space Heating and Cooling      RATE NO. 24 (N)

(Continued)

3. All service under this schedule shall be separately metered. The customer will purchase, install and maintain all required electrical equipment, except for the meter. The Company will supply and maintain appropriate metering equipment.
  
4. Service pursuant to this or a comparably constructed rate or rider shall be available for space heating purposes for a period of not less than 10 years after commencement of service.

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**CLASS OF SERVICE:** Large Commercial and Industrial Service      **RATE NO. 34**

(Continued)

**OTHER PROVISIONS**

Service will be furnished under the Company's General Terms and Conditions and the following provisions:

1. If the metering is at primary voltage, 2% of the total kilowatt hours supplied will be deducted to obtain the number of kilowatt hours to determine the energy charge to the customer. Primary voltage metering must be approved by the Company.

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Extended Service Rider

OPTION L

(Continued)

OTHER PROVISIONS

- |  |   |
|--|---|
| 1) The applicability of monthly customer and minimum charges, adjustment clauses and other provisions is unaffected by this rider. Stated provisions of tariff schedule under which load is being served shall remain in effect.   | T |
| 2) This discount may not be used concurrently with any other discounting pursuant to tariff or special contract.   |   |
| 3) Option L may be renewed on an annual basis, at the discretion of the Company and the customer.  | T |
| 4) The Company reserves the right to reject customer loads for which sufficient capacity is not available or where said loads may otherwise jeopardize Company's system or the welfare of existing customers.  | T |
| 5) The Company, at its option, may terminate the Option L agreement if the Customer's demand or energy use is reduced on an annual basis by 10% or more.   | T |
| 6) Revenues which may be lost by the Company by reason of its entering into agreements under Option L shall not be recovered from its customers irrespective of their customer class. The determination of whether revenues have been lost shall be made by the South Dakota Public Utilities Commission in a rate proceeding or in a proceeding pursuant to SDCL 49-34A-26. | T |
| 7) Discounts offered under Option L shall be applied to standard rates as approved by the South Dakota Public Utilities Commission from time to time.  | T |

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CLASS OF SERVICE: Company or Customer Owned Highway, RATE NO. 56  
 Street and Area Lighting Systems  
 (Continued)

	Nominal Rating In <u>Watts</u>	Company Owned Rate <u>Per Month</u>	Customer Owned Rate <u>Per Month</u>	
<u>Metal Pole Mounting</u>				
High Pressure Sodium Vapor	100	\$16.60	\$1.29	I
	150	\$16.87	\$1.81	I
	250	\$19.15	\$2.78	I
	400	\$21.73	\$4.14	I
	1000	\$38.11	\$10.29	I
Mercury Vapor	175	\$11.98	\$1.86	I
	250	\$14.22	\$1.98	I
	400	\$17.76	\$4.21	I
	1000	\$29.28	\$8.80	I
Metal Halide	250	\$23.03	\$3.07	N
	400	\$25.53	\$4.48	N
LED	51	\$11.58	\$0.61	N
	103	\$13.67	\$1.24	N
	154	\$20.13	\$1.85	N
	206	\$24.94	\$2.47	N
	309	\$32.28	\$3.71	N
<u>Wood Pole Mounting</u>				
High Pressure Sodium Vapor	100	\$8.49	\$1.29	I
	150	\$9.05	\$1.81	I
	250	\$14.34	\$2.78	I
	400	\$17.13	\$4.14	I
	1000	\$31.29	\$10.29	I
Mercury Vapor	175	\$7.51	\$1.86	I
	250	\$10.31	\$1.98	I
	400	\$14.46	\$4.21	I
	1000	\$20.43	\$8.80	I
Metal Halide	250	\$14.98	\$3.07	N
	400	\$22.73	\$4.48	N
LED	51	\$11.58	\$0.61	N
	103	\$13.67	\$1.24	N
	154	\$20.13	\$1.85	N
	206	\$24.94	\$2.47	N
	309	\$32.28	\$3.71	N

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CLASS OF SERVICE: Company or Customer Owned Highway,      RATE NO. 56  
Street and Area Lighting Systems

(Continued)

Due to the Energy Policy Act of 2005, after May 1, 2008, the  
Company will no longer install Mercury Vapor fixtures for new installations.

Service will be furnished under the Company's General Terms and Conditions and the  
following provisions:

Company Owned

1. The Company shall install, own and operate the lighting system. The type and kind  
of luminaries and supports will comply with Company specifications.
2. The lamp shall be lighted and extinguished by a photo-electric control furnished by  
the Company. The hours of burning shall be every night from dusk until dawn.
3. Replacement of lamps due to ordinary burnout shall be made at Company expense  
during regularly scheduled working hours.
4. Installations served pursuant to this rate schedule shall be unmetered.
5. Company will disconnect and reconnect the lighting systems as requested.  
Billings for this service will not be less than the Customer Connection Charge.  
The Customer will be billed the costs directly chargeable to the job unless that  
cost is less than the Customer's Connection Charge.

Customer Owned

1. Customer shall install, own and maintain the lighting system consisting of the poles,  
fixtures, and circuits up to the nearest point of attachment to Company's facilities  
used to deliver power to Customer's system. The nearest point will be designated by  
the Company.
2. Company will disconnect and reconnect the lighting systems as requested. Billings  
for this service will not be less than the Customer Connection Charge. The  
Customer will be billed the costs directly chargeable to the job unless that cost is less  
than the Customer Connection Charge.
3. Installations served pursuant to this rate schedule shall be unmetered.

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**SOUTH DAKOTA** Canceling 8th Revised Sheet No. 26

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 3  
**SIOUX FALLS** 7th Revised Sheet No. 27  
**SOUTH DAKOTA** Canceling 6th Revised Sheet No. 27

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 3  
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**SOUTH DAKOTA** Canceling 7th Revised Sheet No. 29

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 3</b>	
<b>SIOUX FALLS</b>	<u>2<sup>nd</sup> Revised</u>	<b>Sheet No.31.1</b>
<b>SOUTH DAKOTA</b>	<u>Canceling 1<sup>st</sup> Revised</u>	<b>Sheet No.31.1</b>

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CLASS OF SERVICE: Small Qualifying Facility Rider                      RATE NO. 74  
(Time of delivery energy service)

(Continued)

- (1) to customers who purchase from the Company all electric load requirements which are in excess of the simultaneous output from the facility and sell to the Company all output which is in excess of the simultaneous load, or
  - (2) to customers who purchase their entire electric load requirements from the Company and sell the entire output from the facility to the Company.
2. Customer must comply with the applicable requirements of South Dakota Public Utilities Commission Administrative Rules 20:10:36 including but not limited to a Tier 1 or Tier 2 Interconnect Request, an Interconnect Agreement and a Certificate of Completion. The minimum contracted term of service is 12 months. The rate contained in this tariff is subject to annual review.
3. Customer must provide a service disconnect that is accessible by Company employees at all times.
4. In order to qualify for capacity payments, the small qualifying facility must be able to deliver power at a minimum on-peak capacity factor of 65% in the months of June – September and must be able to deliver during the Company’s summer peak. Capacity payments will only be made in the months of June – September and will be updated annually as needed.

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 3  
**SIOUX FALLS** 12th Revised Sheet No. 32  
**SOUTH DAKOTA** Canceling 11th Revised Sheet No. 32

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<b>SIOUX FALLS</b>	<u>10th Revised</u> <b>Sheet No. 33</b>
<b>SOUTH DAKOTA</b>	<del>Canceling 9th Revised</del> <b>Sheet No. 33</b>

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**ADJUSTMENT CLAUSE**

1. The applicable energy or demand charges shall be increased or decreased quarterly, by an adjustment amount per kilowatt-hour of sales (to the nearest 0.001¢) or kilowatt of demand (to the nearest 1.0¢) equal to the difference between the delivered cost of energy, delivered cost of fuel, ad valorem taxes paid, and Commission approved fuel incentives pursuant to SDCL 49-34A-25 ("qualified costs") per kilowatt-hour of sales or kilowatt of demand and the base cost per kilowatt hour or kilowatt included in applicable standard base rates, if any.
  
2. Qualified costs include:
  - a. Delivered cost of energy: T
    - i. The net cost of energy delivered to the distribution system pursuant to filed wholesale transmission rates as recorded in Accounts 456 and 565 of the Federal Energy Regulatory Commission's Uniform System of Accounts for Public Utilities and Licensees. T
  
  - b. Delivered cost of fuel: T
    - i. Fossil and nuclear fuel consumed in the utility's own plants, and the utility's share of fossil and nuclear fuel consumed in jointly owned or leased plants; plus T
  
    - ii. The actual identifiable fossil and nuclear fuel costs associated with energy purchased for reasons other than identified in paragraph (b)(iii) below; plus T  
T
  
    - iii. The net energy cost of energy purchases, exclusive of capacity or demand charges (irrespective of the designation assigned to such transaction) when such energy is purchased on an economic dispatch basis. Included therein may be such costs as the charges for economy energy purchases and the charges as a result of scheduled outage, all such kinds of energy being purchased by the utility to substitute for its own higher cost energy; and less T
  
    - iv. The cost of fossil and nuclear fuel recovered through inter-system sales including the fuel costs related to economy energy sales and other energy sold on an economic dispatch basis. T
  
    - v. The cost of fossil fuel shall include those items listed in Account 151 of the Federal Energy Regulatory Commission's Uniform System of Accounts for Public Utilities and Licensees. The cost of nuclear fuel shall be that as shown in Account 518, except that if Account 518 also contains any expense for fossil fuel which has already been included in the cost of fossil fuel, it shall be deducted from this account. T,L  
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(Continued)

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 3</b>
<b>SIOUX FALLS</b>	<u>2nd Revised</u> <b>Sheet No.33.1</b>
<b>SOUTH DAKOTA</b>	<u>Canceling 1<sup>st</sup> Revised</u> <b>Sheet No.33.1</b>

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(Continued)

- c. Ad Valorem Taxes paid: T  
All ad valorem taxes accrued and adjusted for actual tax payments less recovery through (a) or (b) above, if any.
- d. Commission approved fuel incentives: T  
All Commission approved incentives, if any, less recovery pursuant to (a), (b), or (c) above, if any. T
- 3. Sales shall be all kilowatt hours sold, excluding inter-system sales. Sales shall be equated to the sum of generation, purchases, and interchange-in, less energy associated with pumped storage operations, less inter-system sales referred to in paragraph (2) (b) (iv) above, less system losses. T
- 4. Variances in actual qualified costs incurred and costs recovered through the Adjustment Clause mechanism will be separately measured monthly for the delivered cost of energy, delivered cost of fuel, ad valorem taxes paid, and South Dakota Public Utilities Commission approved fuel incentives. All accrued over or under variances shall be assessed a carrying charge or credit based upon the overall rate of return allowed by the South Dakota Public Utilities Commission in the Company's last general rate filing. Each applicable end-of-quarter true-up balance, adjusted for the next nine month's estimated over or under collection of cost, will be amortized into rates over the last twelve months of the subsequent thirteen month period. T

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 3  
**SIOUX FALLS** 5th Revised Sheet No. 34  
**SOUTH DAKOTA Canceling** 4th Revised Sheet No. 34

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TAX ADJUSTMENT CLAUSE

APPLICABILITY

The above rate shall be increased or decreased to offset any new or increased special taxes, licenses, franchise fees, rentals or assessments imposed or decreased by any Governmental authority against the Company's property used in the production, transmission, distribution or sale of electric energy or its electrical operations or production or sale of electric energy or the receipts or earnings therefrom on or after the effective date of this rate schedule.

Such special taxes shall, on the basis of Customer's consumption or billing, be apportioned prorata among Customers within the limits of any political entity which imposes any such special taxes, licenses, franchise fees, rentals or assessments, to offset such special levies and to relieve Customers outside of such political entity of the burden of payment for any such special levies. Any such cost adjustment shall continue in effect only for the duration of the specified levies.

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<b>SIoux FALLS</b>	<u>6th Revised</u> <b>Sheet No. 36</b>
<b>SOUTH DAKOTA</b>	<u>Canceling 5th Revised</u> <b>Sheet No. 36</b>

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DEMAND SIDE MANAGEMENT ADJUSTMENT

APPLICABILITY

This Demand Side Management Adjustment (DSMA) applies to all rate schedules for all classes of service authorized by the South Dakota Public Utilities Commission (Commission).

The DSMA shall be calculated annually based on actual versus forecasted Demand Side Management (DSM) program costs and kilowatt hours retail sales for the applicable rate schedules for the twelve months of June through May, and shall include an over or under recovery from prior year's adjustments through the DSMA Balancing Account. NorthWestern Energy (the Company) will update and make a DSMA filing with the Commission on an annual basis no later than August 1. Since the DSM programs will be implemented June 1, 2014, the first year rate recovery period will be from June 1, 2014 through May 31, 2015. The 2nd year filing will be made by August 1, 2015 with an effective date of October 1, 2015. A filing will be made by August 1 each year thereafter.

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DEMAND SIDE MANAGEMENT ADJUSTMENT RATE

A DSMA rate shall be determined by dividing the DSM program costs and the forecasted balance of the DSMA Balancing Account by the forecasted retail sales volumes for the upcoming year. The DSMA rate shall be rounded to the nearest \$0.0001 per kilowatt hours.

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The DSMA rate may be adjusted annually with approval of the Commission. The DSMA rate for all applicable rate schedules is \$0.0008 per kilowatt hour.

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DSM Program Costs shall include all expenses associated with DSM programs and an incentive approved by the Commission. All revenues recovered pursuant to the DSMA shall be credited to the DSMA Balancing Account.

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DSMA Balancing Account amount is the DSM program costs incurred, less all revenues recovered pursuant to the DSMA for the annual year, as adjusted for applicable interest. The DSMA Balancing Account shall have interest applied or credited monthly at the rate of return from the Company's last approved electric rate case. The DSMA revenues will be applied monthly to the DSMA Balancing Account for each customer class.

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Forecasted Retail Sales Volumes shall be the estimated retail electric sales for the applicable rate schedules for the designated recovery period.

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## SOUTH DAKOTA ELECTRIC RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY SIOUX FALLS SOUTH DAKOTA	Section No. 4 <u>15th Revised</u> Sheet No. <u>1</u> <del>Canceling 14th Revised</del> Sheet No. <u>1</u>
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### Contracts With Deviations

1. Mark Labrie – Frankfort  
Execution – 06/17/2011  
Expiration – Upon three year review of construction costs.
  
2. Norman Hettich – Roscoe  
Execution – 09/29/2011  
Expiration – Upon three year review of construction costs.
  
3. Bryan Kroepflin – Highmore  
Execution – 11/08/2011  
Expiration – Upon three year review of construction costs.
  
4. City of Northville  
Execution – 07/13/2012  
Expiration – Upon three year review of construction costs.
  
5. Swenson Brothers Irrigation – Lane  
Execution – 11/04/2013  
Expiration – Upon three year review of construction costs.
  
6. Paul Larson – Willow Lake  
Execution – 07/02/2014  
Expiration – Upon three year review of construction costs.

## SOUTH DAKOTA ELECTRIC RATE SCHEDULE

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b> <b>SIoux FALLS</b> <b>SOUTH DAKOTA</b>	<b>Section No. 5</b> <b>8th Revised</b> <b>Canceling 7th Revised</b> <b>Sheet No. 1</b> <b>Sheet No. 1</b>
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### GENERAL TERMS AND CONDITIONS

#### APPLICABILITY

These General Terms and Conditions apply to all classes of electric service unless otherwise indicated on the rate schedule.

#### CUSTOMER CONNECTION CHARGE

Customer Connection is defined as attaching a Customer to receive utility service upon a request for new service or reconnection of discontinued service (Customer Connection does not include the reconnection of a Customer whose utility services were discontinued due to nonpayment of utility bills. Reconnection charges for such Customers are based on the Company's hourly rates for service work with a one hour minimum.) The amount of the Customer Connection Charge will be \$20.00 for all Customer Connections during normal business hours defined as 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding legal holidays, and \$150.00 for Customer Connections during other than regular business hours. Customers requesting service after the Company's normal business hours will be informed of the after hour service rate and encouraged to have the service performed during normal business hours. The connection charge will be billed on all Customers applying for electric service. The Customer Connection Charge shall be paid by the Customer receiving power and energy from the Company, and is due and payable upon presentation. If a bill is not paid, the Company shall have the right to refuse service. The Customer, Landlord or representative (at least the legal age of majority) may be required to be present during the Service turn-on.

#### ACCESS TO PREMISES

The Company has the right of access to the Customer's premise, including right-of-way, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any service lines, meters, devices, and other equipment and facilities used in connection with furnishing of any or all service, including any necessary repairs and maintenance, or for the purpose of removing its property and for all other proper purposes. In addition, the Company may require the customer, Landlord or representative (at least the legal age of majority), be present when performing work inside a customer's facility.

#### OWNER'S CONSENT TO OCCUPY

In case the Customer is not the owner of the premises or of the intervening property between the premises and the Company's lines, the Customer will obtain from the property owner(s) the necessary consent to install, operate and maintain in said premises all such electric equipment as is necessary or convenient for supplying electricity to the Customer.

#### CUSTOMER'S INSTALLATION

The Customer will furnish and own all interior wiring and equipment for use of the service, conduit for underground services, and all poles, wires, meter sockets, and fixtures necessary to distribute such service from the point of service attachment to the various buildings served. Point of service attachment is defined as that point where the facilities of the Company are physically connected to the facilities of the Customer. In general, the point of attachment on overhead services is where the Company's conductors enter the weather head and, for underground services, is where the Company's conductors connect to the top of the Customer's meter socket.

All wiring and equipment furnished by the Customer will be maintained by the Customer at all times in conformity with the requirements of the constituted authorities and with all Terms and Conditions of the Company.

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 5  
**SIoux FALLS** 8<sup>th</sup> Revised Sheet No. 4  
**SOUTH DAKOTA** Canceling 7<sup>th</sup> Revised Sheet No. 4

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GENERAL TERMS AND CONDITIONS  
(Continued)

DETERMINATION OF BILLING DEMAND

The average power factor is defined as the quotient obtained by dividing the number of kilowatt-hours (KWH) used during the billing period by the square root of the sum of the squares of the number of kilowatt-hours used and the number of leading or lagging reactive kilovolt-ampere-hours (KVARH) supplied during the same period. T

$$\text{Average Power Factor} = \frac{\text{KWH}}{\text{SQUARE ROOT (KWH}^2 + \text{KVARH}^2)}$$

The Company reserves the right to make monthly tests to determine the average power factor of the Customer's installation. The average power factor for the month may be determined by permanently installed metering equipment or by periodic test under normal operating conditions. Test will be made at the metering point.

If the monthly average power factor of any metering point is less than 95% for:

a) Accounts with measured demand

Adjusted demand will be determined by multiplying measured demand (kilowatt) by 95% divided by the average power factor applicable to the billing period as previously determined. The billable power factor adjustment will be the resulting increase in billable demand at the demand charge rate as shown on Sheet No. 14, plus applicable adjustments as shown on Sheets No. 33a and 33b. T

b) Accounts without measured demand

Adjusted energy will be determined by multiplying measured energy (kilowatt hours) by 95% divided by the average power factor applicable to the billing period as previously determined. The billable power factor adjustment will be the resulting increase in billable energy at energy rates pursuant to rate schedules otherwise applicable. T

MONTHLY BILLS

(a) Bills for service will be rendered monthly unless otherwise specified. The term "month" for billing purposes will mean the period between any two consecutive readings of the meters by the Company, such readings to be taken as near practicable every thirty days.

(b) Failure to receive a bill in no way exempts Customers from the provisions of these Terms and Conditions.

(c) When the Company is unable to read a meter after a reasonable effort, the Customer will be billed based on the Company's best estimate, considering billings for the previous year, the previous month, and estimated peak usage, and the billing adjusted when the meter is read.

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## SOUTH DAKOTA ELECTRIC RATE SCHEDULE

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b> <b>SIOUX FALLS</b> <b>SOUTH DAKOTA</b>	<b>Section No. 5</b> <b>2nd Revised</b> <b>Canceling 1<sup>st</sup> Revised</b> <b>Sheet No. 5</b>
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### GENERAL TERMS AND CONDITIONS (Continued)

#### TERMS OF PAYMENT

Bills are due and payable upon receipt and will be delinquent if not paid by the 20th day after billing. A late payment charge of 1% of the unpaid balance plus a collection fee of \$2.00 will be assessed against any delinquent account having an unpaid balance of \$5.00 or more at the time of processing of the next monthly bill. Where a Customer has been disconnected for non-payment of a bill, a reconnection charge will be assessed in accordance with the Company's concurrent connection policy. There shall be a charge of \$30.00 for any check or draft submitted to the Company for payment which is dishonored or returned by the financial institution on which it is drawn.

#### OPTIONAL RATES

When two or more rates are available for certain classes of service, the conditions under which they are applicable to the requirements of particular Customers are plainly set forth in the Company's rate schedule. If a Customer is eligible to receive service under more than one rate, the utility, upon notice of this fact, shall advise the Customer of all alternatives. The choice of such rates lies with the Customer who will be given reasonable opportunity to determine his service requirements before definitely selecting the most favorable rate.

Thereafter, the Company will upon request advise the Customer as to the rate best adapted to existing or anticipated service requirements as defined by the Customer, but the Company does not assume responsibility for the selection of such rate or for the continuance of the lowest annual cost under the rate selected after service is originally provided.

The Customer should periodically investigate his operating conditions with a view to determining desirable changes from one available rate to another. The Company, lacking knowledge of changes which may occur at any time in the Customer's operating conditions, does not assume responsibility that Customers will be served under the most favorable rate nor does the Company make refunds covering the difference between the charges under the rates in effect and those under the rate applicable to the same service except if an unfavorable rate was initially selected by the Customer at the time of provision of service and the first paragraph above set forth was not complied with in whole or in part.

A Customer, having selected a rate adapted to his service, may not change to another rate within a twelve month period unless a substantial change in the character or conditions of his service occurs which is unrelated to a rate which is based on annual or seasonable considerations.

#### DISCONTINUANCE OF SERVICE

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

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 5**  
**SIoux FALLS 5th Revised Sheet No. 6**  
**SOUTH DAKOTA Canceling 4th Revised Sheet No. 6**

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GENERAL TERMS AND CONDITIONS

(Continued)

BUDGET PAYMENT PLAN

The Company's Budget Bill Plan (BBP) is available to residential and commercial customers. It may be initiated for a customer at any time during the year, provided that the Customer has paid all outstanding utility charges due the Company.

The Company will have a billing practice under which a Customer may be billed monthly for a percentage or portion of the Customer's total annual consumption as estimated by the Company. The purpose of such budget billing is to provide, insofar as it is practicable to do so, a uniform monthly bill.

Each BBP account will be reviewed by the Company at least semi-annually, based on their Budget Billing start date, to determine if an adjustment to the budget amount is necessary, to minimize annual over/under collection balances. The new BPP will be determined by adding the Customer's actual debit or credit balance, at the time of review, to the Customer's prior 12 months billings under current tariff rates, adjusted for normal weather, known changes in consumption, and projected Adjustment Clause price increases or decreases, the sum of which is divided by twelve. Where prior billings are not available, the Company will estimate billings using the best available information of Customer's consumption.

Should a Customer request that the Company not take the actual debit or credit balance into consideration when calculating a revised budget amount, the Company will issue a check to a Customer with a credit balance or bill the Customer for any debit balance.

Service to Customers participating in the BPP shall be pursuant to the General Terms and Conditions of service including the Terms of Payment provisions contained therein, provided, however, that service to a BBP Customer will not be disconnected for non-payment if the Customer has a credit balance in his account. A Customer may discontinue participation in the BBP at any time.

RESIDENTIAL WATER HEATER RESTRICTION

Residential water heater installation shall be equipped with thermostatically controlled non-inductive heating elements designed for a nominal voltage of 240 volts single phase service. Water heaters shall have an electric capacity of not more than 5000 watts at 240 volts. If two elements are used, interlocking controls are required to prevent simultaneous operation. Tankless water heaters are permitted only with prior notification to the Company and may require a Contribution in Aid of Construction (CIAC), for required system upgrades. Once the CIAC has been received by the Company, the Company will make the required upgrades and allow installation of the tankless water heater.

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 5**  
**SIoux FALLS**      2<sup>nd</sup> Revised      **Sheet No. 6.1**  
**SOUTH DAKOTA**      Canceling 1<sup>st</sup> Revised      **Sheet No. 6.1**

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**GENERAL TERMS AND CONDITIONS**

(Continued)

**CUSTOMER'S EQUIPMENT**

The transformers, service conductors, meters and other equipment used in furnishing service to a Customer have a definite capacity. Therefore, no material increase in load or equipment will be made without first making arrangements with the Company for the additional electric supply.

Individual motors over 1/2 horsepower and/or having a rating exceeding 7 1/2 amperes shall be connected to a line to line circuit.

Single phase motors exceeding 5 horsepower and/or with locked rotor current exceeding 100 amperes shall not be connected to the Company's system without prior Company approval. Motors of 10 horsepower or over must be supplied with three-phase service. The Company reserves the right to limit the size of motors that may be operated on any part of its system, for operational purposes.

Any motor, when started on full-rated voltage, causes a drop in voltage on the electrical system serving it and may cause unsatisfactory operation of other equipment. In those installations where starting currents have, or will have, a detrimental effect on the system or other equipment, the Customer will be required to install suitable starting devices to limit starting currents to allowable amounts. Information as to starting currents allowable in the service area should be obtained from the Company's local office. The Company will endeavor to suggest ways and means of meeting such requirements.

**PROTECTION SERVICE**

The Company cannot render service to any Customer for the operation of any device which has a detrimental effect upon the service rendered to other Customers. The Company, however, 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, the Company reserves the right to require the Customer to furnish at his own expense suitable equipment to reasonably limit such intermittence or fluctuation.

**CONTINUITY OF SERVICE AND VOLTAGE REGULATION**

The Company will endeavor to provide continuous service but does not guarantee an uninterrupted or undisturbed supply of electric service. The Company will not be responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence of the Company. The Company will not be liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. The Company will furnish electric service within normal voltage and frequency limits, provided, however, if the normal voltage regulation furnished Customers is unsatisfactory for

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**SIoux FALLS** 6th Revised Sheet No. 7  
**SOUTH DAKOTA** Canceling 5th Revised Sheet No. 7

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GENERAL TERMS AND CONDITIONS

(Continued)

special apparatus requiring close regulation, or if the Customer's electrical appliances are subject to damage due to high or low voltage, the single phasing of three-phase service, phase reversals, or other fluctuations in the quality of service furnished by the Company, then the Customer shall install regulative apparatus and protective devices at his own expense. Without notice, the Company may curtail or interrupt service to any or all of its Customers when, in its judgment, such curtailment or interruption will prevent or alleviate a threat to the integrity of its power supply.

To assure adequate safety to personnel and equipment, the Customer shall provide and maintain code-approved protective devices in each phase to protect all motors against overloading, short circuits, ground faults and low voltage, and to protect all three-phase motors against single-phasing.

Computers and other sensitive electronic equipment, which require high grade, uninterrupted power, may, on occasion, experience problems when connected directly to the Company's distribution system. The Customer should check with an electric dealer, wireman, contractor, engineer, or architect to ascertain the need for Customer-supplied lightning arresters, surge suppressors, isolation transformers, by-pass meter socket, standby or uninterruptible power supplies.

LIABILITY

The Customer assumes all responsibility for all service and equipment at and from the Customer's point of service attachment of such service, and will protect and save the Company harmless from all claims for injury or damage to persons or property occurring by such services and equipment, except where said injury or damage is shown to have been occasioned solely by the negligence of the Company.

AGENTS CANNOT MODIFY AGREEMENT

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

COGENERATION AND SMALL POWER PRODUCTION

Qualifying Facility. A qualifying facility (QF) is a power production or cogeneration facility which has received qualifying status under the Public Utility Regulatory Policies Act of 1978 (PURPA), Sections 201 and 210 and regulations established by the Federal Energy Regulatory Commission (FERC), 18 CFR Part 292. Any interconnection between the Company and a qualifying facility shall be in compliance with PURPA, the FERC regulations, and the Decision and Order of the Public Utilities Commission in Docket F-3365.

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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 5</b>
<b>SIOUX FALLS</b>	<u>2nd Revised</u> <b>Sheet No. 9</b>
<b>SOUTH DAKOTA</b>	<u>Canceling 1<sup>st</sup> Revised</u> <b>Sheet No. 9</b>

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GENERAL TERMS AND CONDITIONS

(Continued)

diagrams must show all related wiring and safety features of the QF, equipment nameplate data including the interface device and the control system of the Customer's power source, a site plan, and the operating characteristics for the Customer's generator and interconnection, and all of these items must be approved by the Company. The Company will permit the Customer to operate its QF in parallel with the Company's electric system only when this can be done without adverse effects on the general public, other utility customers, and the Company's equipment and employees. Certain protective devices (relays, circuit breakers, etc.) within reasonable electrical industry standards may be required by the Company. The purpose of such devices is to promptly remove the in-feed from the Customer's QF whenever a fault occurs, so as to protect the general public, other utility customers, and the Company's equipment and employees from damage due to fault currents produced by the Customer's QF.

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4) Interconnection shall be made in such manner that, if the voltage from the Company is absent, the electrical interconnection is immediately broken.

5) The Customer must comply with all applicable provisions of the State Electrical Code, the National Electrical Safety Code, and the National Electrical Code.

6) The Customer's generating system, including interconnecting equipment, shall meet the requirements of and be inspected and approved by the State Electrical Commission and any other public authority having jurisdiction before any interconnection is made to the electrical system of the Customer or the Company.

7) Wind driven generating facilities, for safety purposes, shall be connected by underground conductor to a point of a horizontal length not less than 1.5 times the fall distance of the qualifying facility from the Company's facilities.

8) To protect appliances and equipment on the premises of the Customer and other customers, the power generated by the Customer shall not induce excessive distortion to the system's voltage or current sine waves. The Maximum allowable distortion must not exceed 10% measured at the Customer's service box.

9) To protect the QF, and to protect all parties from electric shock, the Customer shall supply and install automatic devices to positively disconnect his generating equipment from the system in the event of a disturbance or supply outage on the Company's system. The Company shall be allowed access to this device at all times to permit periodic safety tests.

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(Continued)

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 5</b>
<b>SIOUX FALLS</b>	<u>2nd Revised</u> <b>Sheet No. 10</b>
<b>SOUTH DAKOTA</b>	<u>Canceling 1<sup>st</sup> Revised</u> <b>Sheet No. 10</b>

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GENERAL TERMS AND CONDITIONS  
(Continued)

- 10) The Customer shall furnish and install a disconnecting switch to be connected between the Company's electric system and the QF. This switch must provide a visual opening in the line and shall be located and equipped so that the Company's employees can have access to operate and lock the switch in case of an outage or for work on the Company's system. T
  
- 11) If the Customer's QF interferes with the operation of the Company's equipment or interferes with service to other customers, the Company reserved the right to disconnect. T
  
- 12) The Customer's load in conjunction with the generating system shall not have a power factor of less than .95 leading or lagging.
  
- 13) The Customer shall furnish and install all additional wiring and equipment needed to connect the QF metering at existing service location. The meter socket shall be installed as close as possible to the existing service meter. T
  
- 14) The Customer shall give reasonable notice to the Company concerning periods during which the Customer-generated energy is proposed to be furnished and the estimated amount thereof.
  
- 15) The Customer shall advise the Company prior to making any revisions to the Customer's QF, the control system, or the interface between the two power systems after the installation. Any such revision must be acceptable to the Company. T
  
- 16) The Company will not assume any responsibility for protection of the generator or any other portion of the QF's electrical equipment. The Customer is fully responsible for protecting its equipment in such a manner that faults or other disturbances on the Company's system do not cause damage to the Customer's equipment, the general public, and the Company's equipment and employees.
  
- 17) Should the parallel operation of the Customer's QF cause interference or adversely affect voltage, frequency, harmonic content, or power factor in the Company's system or the service to other customers, the Company may require disconnection of parallel operation until the condition has been corrected. T  
T  
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(Continued)

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<b>Date Filed: <u>December 19, 2014</u></b>	<b>Effective Date: <u>March 1, 2015</u></b>
	<b>Issued by: <u>Jeff Decker, Specialist Regulatory</u></b>

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 5</b>	
<b>SIoux FALLS</b>	<u>1<sup>st</sup> Revised</u>	<b>Sheet No. 11</b>
<b>SOUTH DAKOTA</b>	<u>Canceling Original</u>	<b>Sheet No. 11</b>

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GENERAL TERMS AND CONDITIONS

(Continued)

18) The Company shall be responsible for maintenance of all equipment it has supplied. The Customer shall be responsible for the maintenance of its generating, protective equipment, and interconnection equipment. Complete maintenance records must be maintained by the Customer and be available for the Company's review.

19) The Company reserves the right to inspect on demand all protective equipment including relays and circuit breakers owned and installed by the Customer at the point of interconnection.

20) All interconnections shall be made in compliance with the requirements shown on the Exhibits which are made a part of these General Terms and Conditions.

21) The Company reserves the right to promulgate such other safety and reliability standards necessary for the operation of its system as may be allowed or required by law.

Interconnection Charge. An interconnection charge will be assessed to recover those costs associated with the addition to or modification of Company facilities to accommodate the SQF in excess of the facilities and expenses recovered in the monthly customer charge. At the option of the Customer, the interconnection charge shall be a single nonrefundable charge for the costs incurred or to be incurred by the Company, or a monthly levelized charge equal to one-twelfth of the Company's annual fixed costs plus cost of maintenance. If the Customer selects the monthly interconnection charge and permanently disconnects from the Company's system prior to completion of all monthly payments, the Customer will be responsible for making a one-time payment to the Company. The one-time payment will include those interconnection costs not yet paid plus removal costs, minus salvage value, along with an administrative charge.

T

Customer with an SQF shall indemnify, protect, defend and save harmless the Company from and against any and all claims and demands for damages, remote as well as proximate, to property and injury or death to persons, including payments made under any workman's compensation law or under any plan for employees' disability and death benefits, which

(Continued)

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<b>Date Filed: <u>December 19, 2014</u></b>	<b>Effective Date: <u>March 1, 2015</u></b>
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**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 5</b>	
<b>SIOUX FALLS</b>	<u>1<sup>st</sup> Revised</u>	<b>Sheet No. 12</b>
<b>SOUTH DAKOTA</b>	<u>Canceling Original</u>	<b>Sheet No. 12</b>

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GENERAL TERMS AND CONDITIONS

(Continued)

may arise out of or be caused by the installation, maintenance, presence, operation or removal of the qualifying facility, or by any related act or omission of the customer, its employees, agents, contractors or subcontractors.

Customers with an SQF shall maintain during the term of the SQF Electric Service Agreement liability insurance which insures the Customer against all claims for property damage and for personal injury or death arising out of, resulting from, or in any manner connected with the installation, operation and maintenance of the SQF. The amount of such insurance coverage shall be at least \$300,000 per occurrence. The Customer shall furnish a certificate from its insurance carrier showing that it has complied with the provisions of this section and providing that the insurance policy will not be changed or canceled during its term without written 90-day notice to Northwestern Energy.

Output. The output of a QF or SQF shall be 60 cycle and shall be at the voltage and phase of the existing service or service proposed to the Customer.

Three-phase Power. Three-phase power cannot be interconnected to the Company's system unless three-phase power already exists or three-phase power is proposed to be utilized by the Customer for purposes other than operating a QF or SQF.

Agreement. Service to a qualifying facility will be as set forth in these General Terms and Conditions and in a written Agreement between the Company and the Customer.

Standby, Supplementary, Emergency and Incidental Services. The Company will provide standby, supplementary, emergency and incidental services upon request of the Customer. These services will be available pursuant to a negotiated contract between the Company and the Customer and are as defined as follows:

a. Standby service is defined as service continuously available through a permanent connection to provide power and energy for use by Customer in case of failure of another mechanical or electrical source of power,

b. Supplementary service shall be defined as service continuously available through a permanent connection to supplement or augment directly or indirectly another independent source of power.

(Continued)

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**Date Filed:** December 19, 2014

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**Issued by:** Jeff Decker, Specialist Regulatory



**SAMPLE FORMS**

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

**Section No. 6**  
**Sheet No. 1**  
**Canceling 8<sup>th</sup> Revised**  
**Sheet No. 1**



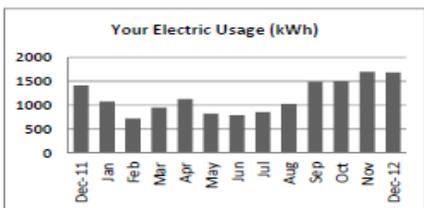
40 E Broadway St.  
 Butte, MT 59701-9394

[www.northwesternenergy.com](http://www.northwesternenergy.com)  
 Customer Service: 1-800-245-6977

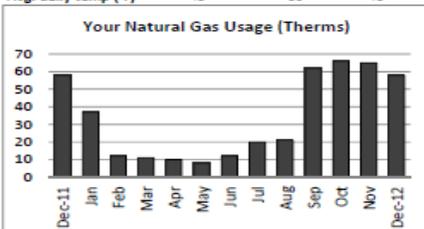
Page 1

**CUSTOMER:** SD JOHN RESIDENTIAL  
**ACCOUNT NUMBER:** 1234567-9  
**ACCOUNT DESCRIPTION:** HOME ACCOUNT  
**BILLING DATE:** 12/11/2012

**Service Address:** 101 N RIVER ST ABERDEEN SD 57401



	Dec 2011	Nov 2012	Dec 2012
Days of Service	32	31	31
kWh Used	1406	1074	1683
Cost per kWh	\$0.10	\$0.12	\$0.09
Avg. kWh per day	43.9	34.6	54.3
Avg. cost per day	\$4.19	\$4.24	\$4.44
Avg. daily temp (°F)	45	39	40



	Dec 2011	Nov 2012	Dec 2012
Days of Service	32	31	31
Therms Used	58	37	57
Cost per Therm	\$0.51	\$0.46	\$0.40
Avg. Therm per day	1.8	1.2	1.8
Avg. cost per day	\$1.78	\$1.51	\$1.73
Avg. daily temp (°F)	45	39	40

DUE DATE	TOTAL AMOUNT DUE
12/31/2012	\$209.17

**ACCOUNT SUMMARY**

Previous Balance		\$	155.84
Payments Received	12/11/2012	Thank you	\$(155.84)
Current Charges		\$	197.33
Taxes		\$	11.84

**Total Amount Due** \$ 209.17

**SUMMARY OF CURRENT CHARGES**

	Utility Service	TOTAL
Electric Service	\$ 137.51	\$ 137.51
Unmetered Service	\$ 6.07	\$ 6.07
Natural Gas Service	\$ 53.75	\$ 53.75
<b>Total Current Charges</b>	<b>\$ 197.33</b>	<b>\$ 197.33</b>

**BUDGET BILLING INFORMATION**

**BUDGET BILLING-- PAY THE SAME AMOUNT EACH MONTH**

If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$160.00.

**IMPORTANT ACCOUNT INFORMATION**

**MESSAGE BOARD**

Questions about your bill or service? Call the NorthWestern Energy Customer Contact Center TOLL FREE at 1-800-245-6977 (Monday through Friday, 7 a.m.-6 p.m. Central Time) or visit us at: [www.northwesternenergy.com](http://www.northwesternenergy.com).

Please return this portion of your bill with your payment.

000000000000 0000000020917 0000000020917

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	12/31/2012	\$209.17	

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

JOHN RESIDENTIAL SAMPLE 4  
 101 N RIVER ST  
 ABERDEEN SD 57401-4404

NORTHWESTERN ENERGY  
 BUTTE, MT 59707-0001

0000 00000000 12345678 0000020917

Date Filed: December 19, 2014

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**SAMPLE FORMS**

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

**Section No. 6**  
**Sheet No. 1.1**  
**Sheet No. 1.1**

8<sup>th</sup> Revised  
Canceling 7<sup>th</sup> Revised



[www.northwesternenergy.com](http://www.northwesternenergy.com)

1234567-8  
 JOHN RESIDENTIAL SAMPLE 4  
 Service Address: 101 N RIVER ABERDEEN SD 57401

Page 2

NorthWestern Energy: 1-888-245-6977

Customer Service: (M-F 7 am - 6 pm)  
 and Emergencies 24 hours a day

**PAY BY PHONE OPTIONS:**

Credit/Debit or ATM Card:  
 1-877-361-4927

Checking, Savings, or Money Market:  
 1-800-218-4959

Customers with unresolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 605-773-3201 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

**Current Rates Effective 11/1/2012**

**ELECTRIC SERVICE RATES**

Service Charge	\$	5.00
Delivery Chg 200 @	\$	0.068660
600 @	\$	0.067660
200 @	\$	0.061660
200 @	\$	0.050660
9999999 @	\$	0.027660
Elec Fuel Purch Power	\$	0.025170

**Current Rates Effective 12/2/2012**

**GAS SERVICE RATES**

Service Charge	\$	8.00
Delivery Chg 30 @	\$	0.387000
999999 @	\$	0.178200
Purch Gas Commodity	\$	0.514480

Rate definitions and how to calculate your bill may be found on our website:  
[www.northwesternenergy.com](http://www.northwesternenergy.com)

**UTILITY SERVICES**

**ELECTRIC SERVICES**

Read Dates		Days	kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To		Previous	Current					
11/05/12	12/06/12	31	34767	36450	Actual	1	1683		

Meter Number: 1067696      Rate: 10 - Residential Electric  
 HOUSE METER

Customer Charge	\$	5.00
Energy Charge	\$	90.15
Electric Fuel Purchase Power	\$	42.36
<b>Electric Services Total</b>	\$	<b>137.51</b>

**UNMETERED SERVICES**

Read Dates		Days	Number of Units	Usage per Unit	Billed kWh
From	To				
11/12/12	12/11/12	29	1	93	93

BEHIND GARAGE      Rate: U10 - Reddy Guard Residential

Lighting 175 MV Unmetered	\$	3.73
Electric Fuel Purchase Power	\$	2.34
<b>Electric Unmetered Services Total</b>	\$	<b>6.07</b>

**NATURAL GAS SERVICES**

Read Dates		Days	Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To		Previous	Current					
11/05/12	12/06/12	31	3207	3264	Actual	57	0.970808	1.026484	57

Meter Number: 2016761      Rate: 81 - Residential Natural Gas

Customer Charge	\$	8.00
Energy Charge	\$	16.42
Purchase Gas Commodity	\$	29.33
<b>Natural Gas Services Total</b>	\$	<b>53.75</b>

**TOTAL UTILITY SERVICES**      \$      **197.33**

**TAXES**

South Dakota State Sales Tax	4.00%	\$	7.89
Aberdeen City Sales Tax	2.00%	\$	3.95
<b>TOTAL TAXES</b>		\$	<b>11.84</b>

When you provide a check as payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.



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**Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6**  
**SIOUX FALLS 6th Revised Sheet No. 2**  
**SOUTH DAKOTA 57350 Canceling 5th Revised Sheet No. 2**

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N

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

RE: NorthWestern Energy

Payment Dear

{varid=CUSTNAME},

Recently, you used an old account number when making a payment on your NorthWestern Energy Account. Your account number is {var id=ACCOUNT}-{var id=ACCTCKDGT}.

Please make the necessary changes to update your account number on your payment to NorthWestern Energy. This will ensure your account is properly credited.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-  
2669 South Dakota and Nebraska:  
800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-

6:00 p.m. Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015**  
**Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

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

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

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

T

**DISCONNECT NOTICE 1**

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

Address: {var id=SVCADDR}

Meter Number: {var id=METER}

Dear {var id=CUSTNAME},

Our records indicate your utility account is past due as follows:

Disconnect Amount \${var id=PASTDUEAMT} Total Amount of Bill \${var id=TOTALAMT}.

Please disregard this notice if payment has been made. We may be able to work out a reasonable payment plan for you. Please call our Contact Center at 800-245-6977. Customer Service representatives are available Monday - Friday, 7:00 a.m. - 6:00 p.m.

Unless payment of \${var id=PASTDUEAMT} is received prior to {var id=DATE1}, service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee of \$49.00 plus tax (\$69.00 plus tax after business hours) will be required before service is restored.

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

Residential disconnection may be postponed for a 30-day period by presenting, prior to disconnection, a physician's certificate stating that disconnection would aggravate a resident's existing illness or handicap.

If you believe the charges on your bill are incorrect, we encourage you to contact us to discuss the disputed charges. If we cannot resolve the dispute, you should pay the undisputed portion of the bill and appeal the disputed amount to the South Dakota Public Utilities Commission.

Sincerely,

NorthWestern

Energy  
Customer Care Department

**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015  
Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIoux FALLS**  
**SOUTH DAKOTA**

**Section No. 6**  
**5<sup>th</sup> Revised** **Sheet No. 4**  
**Canceling 4th Revised** **Sheet No. 4**

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

T

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

Dear {var id=CUSTNAME},

NorthWestern Energy has received a returned payment in the amount of \${var id=AMOUNT1} on the above account.

Your payment was returned for the following reason: {var id=COMMENT1}

Please resubmit your payment within seven (7) business days. If your account was previously in the termination process, it may continue. You may pay by choosing from any of the following options:

- Mail your payment to 40 E. Broadway, Butte MT 59707.  
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
  - Montana and Wyoming customers: 888-467-2669
  - South Dakota and Nebraska customers: 800-245-6977
- Pay via an automated phone system:
  - Checking, Savings and Money Market payment: 800-218-4959
  - Credit/debit and ATM card payments via Speedpay: 877-361-4927

If you have any questions, please contact our Customer Care Department, Monday - Friday, 7 a.m. - 6 p.m.

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed: December 19, 2014**

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**SAMPLE FORMS**

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

**Section No. 6**  
**4th Revised** **Sheet No. 5**  
**Canceling 3rd Revised** **Sheet No. 5**

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

D, N

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

Dear {var id=CUSTNAME},

We are writing to remind you of a balance owing with NorthWestern Energy in the amount of \${var id=AMOUNT1} that was incurred at the address of {var id=SVCADDR}.

You may make a payment using one of the following methods:

- Mail your payment to 40 E. Broadway, Butte MT 59707  
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
  - Montana and Wyoming customers - 888-467-2669
  - South Dakota and Nebraska customers - 800-245-6977
- Pay via an automated phone system:
  - Checking, Savings and Money Market payment - 800-218-4959
  - Credit/debit and ATM card payments via Speedpay - 877-

361-4927 If you have any questions, please call our Contact Center as

follows:

Montana and Wyoming: 888-467-  
2669 South Dakota and Nebraska:  
800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015**  
**Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6**  
**SIOUX FALLS 4th Revised Sheet No. 6**  
**SOUTH DAKOTA Canceling 3rd Revised Sheet No. 6**

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

T

Dear {var id=CUSTNAME},

NorthWestern Energy has received your payment on the above account.

We are returning the payment for the following reason: {var id=COMMENT1}

Reason Code: Incorrect Payee  
Return Request by Customer  
Duplicate Payment  
EZ Pay Enrolled  
Zero Balance on Account

If you have any questions, please contact our Customer Care Department, Monday – Friday, 7 a.m. – 6 p.m.

Montana and Wyoming: (888) 467-2669  
South Dakota and Nebraska: (800) 245-6977

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015**  
**Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 4th Revised Sheet No. 7  
SOUTH DAKOTA Canceling 3rd Revised Sheet No. 7

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

T

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

Total Owed: \${var id=ARBALANCE}

Service Address: {var id=SVCADDR}

Notice of Intent to Disconnect Service Due to Broken Payment Arrangement

Dear {var id=CUSTNAME},

According to our records on the above account, an arrangement for payment of past due utility charges has been made. Unfortunately, that arrangement has defaulted and the account is now subject to disconnect.

Please contact us regarding your account prior to {var id=DATE1}, to ensure service is not disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee will be assessed for customers in the State of South Dakota and Nebraska (\$49.00 plus tax during business hours or \$69.00 plus tax after business hours) before your utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.

If you have any questions, please contact our Customer Care Department, Monday - Friday, 7 a.m. - 6 p.m.

Montana and Wyoming: (888) 467-2669  
South Dakota and Nebraska: (800) 245-6977

Sincerely,

NorthWestern Energy  
Customer Care Department

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Date Filed: December 19, 2014

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Issued by: Jeff Decker, Specialist Regulatory

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6**  
**SIOUX FALLS 4th Revised Sheet No. 8**  
**SOUTH DAKOTA Canceling 3rd Revised Sheet No. 8**

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

D, N

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

Dear {var id=CUSTNAME},

This letter is to inform you that an unpaid balance has been transferred to the account number referenced above.

Balance Transferred: \${var  
id=AMOUNT1} For Services At: {var  
id=COMMENT1} Account Number: {var  
id=COMMENT2}

Services at that location were in the name of a responsible party on this  
account. If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-  
6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy Customer Care Department

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIOUX FALLS**      1<sup>st</sup> Revised      **Sheet No. 8.1**  
**SOUTH DAKOTA**      Canceling Original      **Sheet No. 8.1**

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**Date Filed:** December 19, 2014

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**Issued by:** Jeff Decker, Specialist Regulatory



SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 4th Revised Sheet No. 10
SOUTH DAKOTA Canceling 3rd Revised Sheet No. 10



Form No. 3612 09/09 OL

Application for New Service

Customer Information

Service Type: Residential or Commercial, New Construction or Conversion

Date: Account #: Meter Read Cycle:
Customer/Company Name (Billing Name): E-mail Address:
Secondary Contact Name: Relationship:
Home Phone: Work Phone: Mobile:
Billing Address: City: State: Zip:
Service Address: City: State: Zip:
Employer: SSN/DLN: Birth Date: Tax ID:

Did you have previous service with NorthWestern Energy at another address? Yes No
If Yes, address: City:

Legal Description

Township: Range: Section: 1/4 Section: Subdivision: Block: Lot:

Site Information

Service Needed: Overhead Electric, Underground Electric, Gas, City Limits Yes No
Additional Options: Temporary Electric During Construction (Customer Charge), Wiring Permit #:

Load Information

Electric: Phase: 10, 30, Panel Size: Amps, Demand: kW
Voltage: 120/240, 120/208, 240/480, 277/480
Primary Electric Heat: 1 Meter, 2 Meter
Gas: Load Btu/hr (total input of all appliances)
Delivery Pressure Required: 7"wc, 14"wc, 2psig, 5psig
Requested installation Date: (You must contact NorthWestern Energy for actual installation date.)

Building Info: Square Footage: ft
Residential: House, Mobile Home, Multiplex Housing (# of Units: )
Garage: Electric, Gas, Propane, Wood, BTUs: Other:
Commercial: Office, Retail, Restaurant, Other (Describe: )
Primary Heating: Electric, Gas, Propane, Wood, BTUs: Other:
Secondary Heating: Electric, Gas, Propane, Wood, BTUs: Other:
Water Heating: Electric, Gas, Propane, Wood, BTUs: Other:
Air Conditioning: None, Central, Room, Electric, Gas, Propane
Range: Electric, Gas, Propane
Dryer: Electric, Gas, Propane
Generator: Gas, Propane, Frequency and Duration of Generator Test: BTUs: Other:
Other: Spa/Pool/Fireplace, Electric, Gas, Propane, Wood, BTUs: Other:

Commercial Estimated Annual Consumption: Electric kWh Gas S.C.F. (Standard Cubic Feet)

SAMPLE FORMS

NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
Sheet No.10.1
2nd Revised
Canceling 1st Revised
Sheet No.10.1

Residential and Commercial Terms and Conditions

Electric Service

- For underground electric services, the Company will install underground facilities to extend a service line without charge to the extent of 150 feet of cable along the shortest feasible route from the distribution line to the point of service attachment.
For underground electric services requiring more than 150 feet of cable, the Customer will make a non-refundable contribution of \$1.00 per foot exceeding the 150 feet.
For underground electric services, the Customer will arrange and pay for all trenching and backfilling, consistent with the Company's specifications that are required for installation of the underground service line.
The Company has the right of access to the Customer's premise, including right-of-way, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any service lines, meters, devices and other equipment and facilities used in connection with furnishing of any or all service, including any necessary repairs and maintenance, or for the purpose of removing its property and for all other proper purposes.
In case the Customer is not the owner of the premises or of the intervening property between the premises and the Company's lines, the Customer will obtain from the property owner(s) the necessary consent to install and maintain in said premises all such electric equipment as is necessary or convenient for supplying electricity to the Customer.
The Customer will properly protect the Company's property on the customer's premises from loss or damage and will permit no one who is not an agent of the Company to remove or tamper with the Company's property.

Natural Gas Service

- Residential customers using natural gas as their primary heating source and for water heating will be charged a \$90 connection fee for the first 150 feet of service pipe. Distance beyond 150 feet may result in the company requiring a Contribution in Aid of Construction (CIAC).
Residential customers using natural gas for space heating only, fireplace only, water heating only, natural gas grill only, or any combination other than primary space heating and water heating, as described above, NorthWestern Energy may require a CIAC to aid in the construction expense to serve the customer.
Mobile Home customers using natural gas as their primary heating source and for water heating will be charged a \$75 connection fee for the first 50 feet of service pipe. Distance beyond 50 feet may result in the company requiring a Contribution in Aid of Construction (CIAC).
Commercial and Industrial Customers requesting natural gas service will require an economic feasibility study. This study will take into consideration the total cost of serving the customer and the expected revenue from the Customer. If the Company determines the extension of service to the Customer is not economically feasible, the Company may require a Contribution in Aid of Construction from the Customer.
In instances where a CIAC is required, three years after the project has been completed, the Company will review the three-year average use. If actual volumes vary from projected volumes by 20% or more, the Company will charge or credit the customer for the variance, without interest, in projected CIAC.
Installation of gas service lines are scheduled by the company for completion during the regular construction season. The Company may make a charge for the added cost of the construction of a gas service line if the installation is required when the ground is frozen.
The Company will not install gas services and mains until the surface has been graded to within 6 inches of a permanent established elevation.
The company will not begin construction process until the \$90, or other predetermined connection fee has been paid in full.
The Company has the right of access to the Customer's premise, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any meters, devices and other equipment and used in connection or disconnection of any or all service equipment, for the purpose of removing its property and for all other proper purposes.
In case the Customer is not the owner of the premises or of the intervening property between the premises and the Company's lines, the Customer will obtain from the property owner(s) the necessary consent to install and maintain in said premises all such gas equipment as is necessary or convenient for supplying gas to the Customer.
The Customer will properly protect the Company's property on the Customer's premises from loss or damage and will permit no one who is not an agent of the Company to remove or tamper with the Company's property.

Natural Gas Meter Placement Requirements

- Gas meters shall be located in ventilated spaces readily accessible for examination, reading, replacement or necessary maintenance. (For example, decks cannot be constructed over a gas meter.)
Gas meters shall not be placed where they will be subject to damage, such as adjacent to a driveway or other locations subject to vehicular traffic, under fire escape, in public passages, halls or where they will be subject to excessive corrosion or vibration.
Gas meters shall be located at least three (3) feet from any source of ignition or any source of heat, which might damage the meter.
Gas meters shall not be located where they will be subjected to extreme temperatures or sudden extreme changes in the temperature (e.g., air ducts, dryer vents). Meters shall not be located in areas where they are subjected to temperatures beyond those recommended by the manufacturer.
Minimum distances between gas meters to furnace intakes shall be followed per the manufacturer's specifications.
NorthWestern Energy requires a minimum of a four (4)-foot clear zone in front of the gas meter.
Conditions may exist which will require other restrictions or distances (e.g., multiple meters or commercial/industrial).
No structures or buildings can be located over underground natural gas lines.
Any exceptions require the approval of NorthWestern Energy prior to the start of construction. If violations or deviations are determined, the customer will bear the cost of corrections.

Electric Meter Placement Requirements

- Electric meters shall be located in spaces readily accessible for examination, reading, replacement or necessary maintenance. (For example, decks cannot be constructed over electric meters.)
Electric meters shall be installed so that the center of the meter cover will be no less than five (5), nor more than six (6) feet above the finished grade or permanent platform.
Electric meters shall not be placed where they will be subject to damage, such as adjacent to a driveway or other locations subject to vehicular traffic, under fire escape, in public passages, halls or where they will obstruct the opening of doors or windows or a location that may be considered hazardous.
NorthWestern Energy requires a minimum of a three (3)-foot clear zone in front of the electric meter.
Conditions may exist which will require other restrictions or distances (e.g., multiple meters or commercial/industrial).
Any exceptions require the approval of NorthWestern Energy prior to the start of construction. If violations or deviations are determined, the customer will bear the cost of corrections.

Please Sign below acknowledging you have read and understand the above information.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Date Filed: December 19, 2014

Effective Date: March 1, 2015

Issued by: Jeff Decker, Specialist Regulatory

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 6  
**SIOUX FALLS** 2<sup>nd</sup> Revised Sheet No. 11  
**SOUTH DAKOTA 57350** Cancelling 1<sup>st</sup> Revised Sheet No. 11

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D, N

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

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

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Because of receiving non-sufficient funds from your bank, payments must be paid with certified funds. NorthWestern Energy will return any payments that are not made by cash, money order, or credit card.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed:** December 19, 2014

**Effective Date:** March 1, 2015

**Issued by:** Jeff Decker, Specialist Regulatory



**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIOUX FALLS**      2nd Revised      **Sheet No.12.1**  
**SOUTH DAKOTA 57350**      Cancelling 1<sup>st</sup> Revised      **Sheet No.12.1**

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 6  
**SIOUX FALLS** 1<sup>st</sup> Revised Sheet No. 13  
**SOUTH DAKOTA 57350** Cancelling Original Sheet No.

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

D, N

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

Dear {var id=CUSTNAME},

We are attempting to locate you because our records indicate that you contacted us to put utility services (gas, electric, or both) into your name at {var id=COMMENT3}.

We have your deposit but need to contact you to complete the move in process. Please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977 Customer

Service Representatives are available Monday-Friday, 7:00-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed:** December 19, 2014

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY** Section No. 6  
**SIOUX FALLS** 2<sup>nd</sup> Revised Sheet No. 14  
**SOUTH DAKOTA 57350** Cancelling 1<sup>st</sup> Revised Sheet No. 14

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D, N

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

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

{var id=CUSTNAME},

This letter is to inform you the guarantor on this account has expired.

Because of your credit history, we are requesting a security deposit in the amount of \${var id=AMOUNT1}. This deposit charge will be reflected on your next bill. South Dakota customers may be eligible for an early payment option in lieu of a charged security deposit.

If you have any questions, please call our Contact Center as follows:

South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIOUX FALLS**      1<sup>st</sup> Revised      **Sheet No.14.1**  
**SOUTH DAKOTA**      Canceling Original      **Sheet No.14.1**

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIOUX FALLS**      2<sup>nd</sup> Revised      **Sheet No. 18**  
**SOUTH DAKOTA**      Canceling 1<sup>st</sup> Revised      **Sheet No. 18**

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

N

Customer Name: {var id=CUSTNAME} Service

Address: {var id=SVCADDR}

Service Dates: {var id=ACCTINITDT} to {var id=ACCTDISCDT}

(If no end date, then to present),

Recently, you requested a letter of credit from NorthWestern Energy. Based upon your payment history with NorthWestern Energy, you have established a credit rating of {var id=COMMENT1}.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669 South  
Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 2nd Revised Sheet No. 20  
SOUTH DAKOTA Canceling 1<sup>st</sup> Revised Sheet No. 20

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NorthWestern  
Energy  
*Delivering a Bright Future*

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Effective Date: March 1, 2015  
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# Welcome to NorthWestern Energy

We are happy to have you as a customer. To help you settle in, we've put together some useful information about your electric and gas services, the many valuable programs we offer, and some of our company's policies and practices.

As an energy provider for more than 100 years, we're committed to delivering the energy and exceptional service our customers and communities count on – safely, efficiently and responsibly. To learn more about NorthWestern Energy or any of the subjects covered in this booklet, visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com).

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## MY ENERGY

NorthWestern Energy makes it easy to manage your energy account right from our website. You can track your energy use, sign up for paperless billing, register for EZ Pay, make a one-time payment and report a power outage. You can even start, stop or transfer service if needed.

Register for your My Energy Account today:

1. Go to **NorthWesternEnergy.com**.
2. Click on the **My Energy Account** button.
3. Click on **Register for My Energy Account** under the User ID and password boxes.
4. Fill out the registration form and submit.  
*You will need your account number and one piece of personal identification information, such as your date of birth or Social Security number.*
5. Once you have chosen your username and password, you will be able to log in to the portal dashboard whenever you want from wherever you are!

## SAFETY

### Reporting a Power Outage

When outages occur, we make every effort to restore power as quickly and safely as possible – day and night, weekends and holidays. If you experience a loss of power not caused by a blown fuse or tripped circuit breaker in your home, please report the outage immediately by calling NorthWestern Energy at 800-245-6977 or contacting us online from your My Energy Account.

### Pipelines and Power Lines

At NorthWestern Energy, we're committed to your safety as well as the safe and reliable operation of our entire electric power line and natural gas pipeline system. When it comes to power lines, we urge you to look up, look out and always stay at least 10 feet clear. If you're planning on doing any digging, the law requires that you **call 811** at least two days prior to have underground utility lines properly marked.

The maintenance of buried gas piping downstream from the gas meter to gas-fired appliances or other various structures on the property is the responsibility of the home/property owner or current occupant. NorthWestern Energy is required to inform customers with privately owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks, and metallic pipes should also be inspected for corrosion by qualified professionals. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off. Piping that is not maintained may be subject to corrosion or leaking. When digging near buried gas pipes, the location of the pipes should be identified in advance and the excavation done by hand.

## METER READING AND ESTIMATES

NorthWestern Energy reads your meter(s) approximately the same date each month. Your monthly bill reflects the amount of electricity or natural gas used since your last meter(s) reading. You can also check your energy usage at any time by logging into your My Energy Account.

A NorthWestern Energy meter reader needs unrestricted access to your meter(s). Please be sure to have your gates opened, dogs chained or secured inside, and a path cleared when your meter is scheduled to be read.

If our meter reader is unable to access your meter(s), your bill may be estimated according to your past electric or gas usage. Any variance from actual usage will be automatically adjusted with the next read of your meter. Estimated readings are indicated on your statement.

Customers in remote locations who are required to read their own meter(s) may submit meter readings online at [NorthWesternEnergy.com](http://NorthWesternEnergy.com) or by calling our Contact Center at 800-245-6977.

## REGULATION

NorthWestern Energy is regulated by the South Dakota Public Utilities Commission (PUC) and the Nebraska Public Service Commission (PSC). Any decision made by NorthWestern Energy can be appealed to the PUC/PSC.

South Dakota PUC: 800-332-1782

Nebraska PSC: 800-526-0017

## UNDERSTANDING YOUR BILL

### Customer Connection Charge

A \$10 Customer Connection Charge will appear on your first month's bill to help offset the costs of establishing your power, opening your account and handling other service-related matters.

### Security Deposit

NorthWestern Energy generally requires a deposit to establish service, depending on your credit history or previous payment history. Interest is paid on the deposit the day it is received. After 12 months of prompt payments, NorthWestern Energy will refund your deposit plus any accrued interest back to your account. If you disconnect service, your deposit will be applied to your final bill.

NorthWestern Energy offers the following options in lieu of a deposit:

### South Dakota/Nebraska Customers

- **Guarantor** – While you establish credit, use a satisfactory third party to assume responsibility for your account.
- **Reference Letter** – Establish credit by providing a letter of satisfactory credit from a previous energy provider.

### South Dakota Customers Only

- **Early Pay** – While you establish credit, pay your NorthWestern Energy bills by their due dates.

## PAYMENT AND BILLING OPTIONS

You have several payment options available to you:

- Sign up **online**, through your My Energy Account, for EZ Pay, which automatically deducts your monthly payment from your checking or savings account.
- **Speedpay** lets you make a payment online from your checking, savings or money market account, or by using your credit/debit or ATM card. (A convenience fee applies for debit or credit cards.)
- You can call one of our toll-free numbers to **pay over the phone**.
  - 800-218-4959 to use your checking, savings or money market account.
  - 877-361-4927 to use your credit/debit or ATM cards. (A convenience fee applies.)
- **Send us a check** in the mail.  
NorthWestern Energy  
40 E. Broadway • Butte, MT 59701-9394
- Stop by one of our convenient local offices (cash, checks and money orders accepted).
- **Pay by text** (learn more at your My Energy Account).

### Late Payment Charge

Payments for statements not paid by the due date are subject to a late payment charge. A late fee of \$2 plus one percent of the unpaid utility balance will be assessed if not paid prior to the due date indicated on your bill. Any payment returned by the bank to NorthWestern Energy will be subject to a \$15 return-payment fee.

### Budget Billing

NorthWestern Energy offers a Budget Billing program in which your monthly utility bill will be nearly the same each month as we average your yearly energy costs into more affordable monthly payments. This program works well in conjunction with the EZ Pay program.

### Efficiency Plus

As a NorthWestern Energy customer, you have access to a wide variety of energy efficiency programs. From rebates and incentives, to numerous electric and natural gas money-saving tips, we make it easy to better manage your budget as well as your energy usage. To learn more about all the programs and rebates offered, call 800-823-5995 or visit [NorthWesternEnergy.com/Eplus](http://NorthWesternEnergy.com/Eplus).

## DISCONNECTING, RECONNECTING OR TRANSFERRING SERVICE

### Disconnecting Service

If you would like to have your electric or natural gas service disconnected, please let us know at least one business day in advance.

You also can disconnect service online. From your My Energy Account dashboard, click on Service Requests in the blue main navigation and then click on Transfer/Discontinue in the grey bar to the left. Fill out the form to schedule when you'd like service to stop. You also can disconnect service by calling our Contact Center at 800-245-6977.

If at any time a hazardous condition is discovered, NorthWestern Energy may immediately disconnect service until the condition is corrected. When possible, you will be notified in advance of such a discontinuance.

While we do not like to disconnect or refuse service to any of our customers, sometimes it may be necessary for reasons that include:

- Nonpayment of an energy bill.
- Failure to pay a required deposit or meet credit requirements.
- Violation of NorthWestern Energy's rules on file with the Regulatory Commission.
- Failure to meet the terms of contract for service in furnishing those things necessary to obtain service.
- Failure to allow access to NorthWestern Energy equipment located on the customer premises for meter reading, inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.
- Unauthorized use or tampering with NorthWestern Energy's service equipment.

## Disconnection Due to Nonpayment

Customers who do not pay their bill are subject to having their service disconnected. The customer will need to pay all the amount due on the account, including late payment charges, to avoid a disconnection. However, we realize that financial emergencies occur. If you receive a disconnection notice and cannot pay by the disconnection date, please call NorthWestern Energy at 888-487-2684 to discuss possible payment arrangements.

The following conditions are taken into consideration **prior** to disconnecting your service:

- Only the service for which the bill is delinquent may be disconnected.
- In cases of fraud, illegal use or when it is clearly indicated that you are preparing to leave, we will provide written notice giving you additional time in which to pay the bill.
- If this is your first disconnection notice, we will attempt to notify you by telephone, personal visit or certified mail and provide you the information about your right to appeal to the PSC/PUC.
- If a bona fide or just dispute concerning the bill exists. A bona fide dispute is defined by your paying the undisputed portion of a bill and contacting the PSC/PUC within the required time frame.
- If you present a physician's certificate stating that disconnection would aggravate an existing medical emergency.
- Your service will not be disconnected on any Friday, Saturday, Sunday or legal holiday or at any time when NorthWestern Energy's business offices are not open to the public.
- If you receive both gas and electric service, you may have payments applied to either portion in order to avoid disconnection of that service.
- In a landlord-tenant situation, where the service is in the landlord's name, NorthWestern Energy will not disconnect the service until the tenant has been offered the service in their own name.

## Reconnection After Nonpayment

When service has been disconnected for nonpayment, the following conditions apply for reconnection:

- You must pay all past due utility bills, including late-payment charges.
- You must pay the applicable reconnection charge.
- You may be required to pay a deposit or an increase to an existing deposit.

## Transferring Service

If you plan to move to another location within the NorthWestern Energy service area, you can transfer your service to the new address.

If you would like to have your electric or natural gas service transferred, please let us know one day in advance.

From your My Energy Account dashboard online, click on Service Requests in the blue main navigation bar and then click on Transfer/Discontinue in the grey bar to the left. Fill out the form to schedule the transfer. You can also transfer service by calling our Contact Center at 800-245-6977.



## QUICK CONTACT GUIDE

### **Report Power Outages**

800-245-6997

### **Payment Address**

NorthWestern Energy  
Customer Services  
40 E. Broadway  
Butte, MT 59701

### **Customer Contact Center**

*Monday-Friday 7am-6pm and  
24/7 Emergency Service*  
800-245-6977

### **Call Before You Dig**

**South Dakota One Call**  
800-781-7474 or 811  
**Diggers Hotline of Nebraska**  
800-331-5666 or 811

**NorthWesternEnergy.com**

**NorthWestern<sup>®</sup>**  
**Energy**

*Delivering a Bright Future*

South Dakota / Nebraska



**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIoux FALLS</b>	<u>3rd Revised</u> <b>Sheet No. 22</b>
<b>SOUTH DAKOTA</b>	<b>Canceling</b> <u>2nd Revised</u> <b>Sheet No. 22</b>

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T

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

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

id=ACCTCKDGT} Dear {var id=CUSTNAME},

NorthWestern Energy has received notice of bankruptcy petition.

According to Section 366 of the bankruptcy laws, a utility may require adequate assurance of payment to be made for continued service within 20 days of the date of filing.

A post-petition account has been established and is referenced by the above account number. A deposit in the amount of \${var id=AMOUNT1} has been assessed on this account.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care  
Department

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**Date Filed:** December 19, 2014

**Effective Date:** March 1, 2015  
**Issued by:** Jeff Decker, Specialist Regulatory











**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIoux FALLS</b>	<u>Original</u> <b>Sheet No. 28</b>
<b>SOUTH DAKOTA</b>	<u>Canceling</u> <b>Sheet No. 28</b>

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

N

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

Service Address: {var id=SVCADDR}

RE: Budget Bill Quality Review

As a valued participant in our Budget Billing Program, we want you to be aware of an upcoming change to your monthly budget amount. Beginning with your next billing statement, your new Budget Billing amount will be \${var id=BUDGETAMT}.

Your account is reviewed periodically to ensure your current budget billing amount reflects an accurate average of your account activity. Changes to your monthly budget amount were calculated by reviewing your energy use of the past year applying this energy use to the current cost of service, and factoring in any remaining account balance. This amount is then divided into equal payments over the next 12 month period. The change in your monthly payment amount may be the result of changing costs of electricity or natural gas supply or significant changes in your usage pattern in your home or business.

If your monthly Budget Bill amount is higher due to the remaining account balance and you would prefer to lower your monthly budget amount, please contact NorthWestern Energy to review your options.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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	<b>Issued by: <u>Jeff Decker, Specialist Regulatory</u></b>

**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIoux FALLS</b>	<u>Original</u> <b>Sheet No. 29</b>
<b>SOUTH DAKOTA</b>	<u>Canceling</u> <b>Sheet No. 29</b>

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

N

CLOSING BILL FINAL NOTICE

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

Dear {var id=CUSTNAME},

As of {var id=NOTICEDATE}, our records indicate a remaining balance in the amount of \${var id=TOTALAMT} for services provided to you at {var id=SVCADDR}.

If you have already paid this amount, please disregard this notice. If settlement of the account balance has not been made, please submit payment within 15 days from the date of this letter. If payment is not received in the time provided, we may refer this matter to an outside agency for further collection action.

You may make a payment using one of the following methods:

- Mail your payment to 40 E. Broadway, Butte MT 59707  
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
  - Montana and Wyoming customers: 888-467-2669
  - South Dakota and Nebraska customers: 800-245-6977
- Pay via an automated phone system:
  - Checking, Savings and Money Market payment: 800-218-4959
  - Credit/debit and ATM card payments via Speedpay: 877-361-4927

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-  
2669 South Dakota and Nebraska:  
800-245-6977

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00p.m.

Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015**  
**Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIOUX FALLS**      Original      **Sheet No. 30**  
**SOUTH DAKOTA**      Canceling      **Sheet No. 30**

---

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

N

**CLOSING BILL REMINDER**

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

Dear {var id=CUSTNAME},

As of {var id=NOTICEDATE}, our records indicate a remaining balance in the amount of \${var id=TOTALAMT} for services provided to you at {var id=SVCADDR}.

If you have already paid this amount, please disregard this letter. If you have not paid this amount, please make a payment as soon as possible using one of the methods below:

- Mail your payment to 40 E. Broadway, Butte MT 59707  
Please include your account number to expedite processing of your payment
- Pay online at <http://www.northwesternenergy.com>
- Pay by phone:
  - Montana and Wyoming customers: 888-467-2669
  - South Dakota and Nebraska customers: 800-245-6977
- Pay via an automated phone system:
  - Checking, Savings and Money Market payment: 800-218-4959
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If you have any questions, please call our Contact Center as follows:

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Sincerely,

NorthWestern Energy  
Customer Care Department

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIoux FALLS**      Original      **Sheet No. 33**  
**SOUTH DAKOTA**      Canceling      **Sheet No. 33**

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

N

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

Service Address: {var id=SVCADDR}

Dear {var id=CUSTNAME},

Congratulations! Because you have promptly paid your NorthWestern Energy bill the past 12 months, you have established satisfactory credit with us.

We would also like to take this opportunity to inform you of several payment options NorthWestern Energy offers to make bill paying easier:

- \* EZ Pay - This option allows you to have your monthly payment automatically withdrawn from your checking or savings account on the day of your choice.
- \* Credit Card Payment - You can pay your NorthWestern Energy bill using your Visa, Mastercard, or Discover card. You may also have your monthly energy charges paid by your credit card automatically.
- \* Budget Billing - This option allows you to pay an equal amount each month on your NorthWestern Energy bill.

If you have any questions or would like to sign up for one of these payment options, please call our Contact Center as follows:

South Dakota and Nebraska: 800-245-6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy Customer  
Care Department

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIoux FALLS**  
**SOUTH DAKOTA**

**Section No. 6**  
**Original** \_\_\_\_\_ **Sheet No. 36**  
**Canceling** \_\_\_\_\_ **Sheet No. 36**

Review the following Terms and Conditions:

- I authorize NorthWestern Energy to electronically deduct from my bank account (i) my monthly utility bill on the due date of my bill and (ii) my final utility bill promptly upon any change in the status of my utility account to inactive.
- I understand each month I will receive my bill which will display the amount that will be deducted from my bank account and the date on which it will be deducted. I understand that EZ-Pay Program payments for my account will not start until my bill reflects that the bank draft will occur. In the meantime, I understand that I will need to continue making my payments.
- I understand my monthly due date may vary slightly. If the due date falls on a weekend or a holiday my payment will be deducted the following business day.
- I have the option of choosing a preferred due date that is compatible with my billing cycle. You may obtain the due date range you are eligible for by contacting NorthWestern Energy at the Customer Service numbers listed below.
- I understand if my payment is dishonored, NorthWestern Energy retains the right to collect the dishonored payment along with service charges if applicable.
- I understand that I may discontinue my participation in the EZ-Pay Program at any time by notifying NorthWestern Energy Customer Service (contact information below). I understand that my request to discontinue EZ-Pay Program participation must be received at least three business days in advance of the due date of my current bill to stop the EZ-Pay Program payment on such due date. I understand that a request received less than three business days before the due date will be processed in the next billing cycle following that due date.
- I understand that, if at any time my utility account is rendered inactive, my participation in the EZ-Pay Program will automatically end.
- I agree to be bound by the Terms and Conditions on this page.
- I will print this page to retain for my own records.

N

Please complete this form, sign and return it by mail or fax with the information provided below. Once North Western Energy receives your information we will begin the process of setting up your plan and verifying the information you provided.

NorthWestern Energy Account Number: \_\_\_\_\_

Service Address, City and State: \_\_\_\_\_

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

Bank Account Holder Name: \_\_\_\_\_

Bank Account Type: (Checking or Savings) \_\_\_\_\_

Bank Routing Number: (9 digit number) \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Preferred Due Date: (Optional) \_\_\_\_\_

Bank Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Joint Account Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For any questions about your enrollment, please retain a copy of this form and call or email customer service for your area.

Mail Form To:

Customer Service MT:

Customer Service SD/NE:

NorthWestern Energy

(888) 467-2669

(800) 245-6977

c/o EZ-Pay

custserv@northwestern.com

advocate@northwestern.com

40 E Broadway St

Fax: (406) 497-4950

Fax: (406) 497-4950

Butte, MT 59701

**Date Filed: December 19, 2014**

**Effective Date: March 1, 2015**

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS Original Sheet No. 49  
SOUTH DAKOTA Canceling Sheet No. 49

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

N

RE: Notice of Delinquency

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

Total Owed: \${var id=ARBALANCE}

Dear {var id=CUSTNAME},

A review of your account indicates you have a 90 day past due balance. Please forward payment as indicated above as soon as possible to prevent further collection activity. If payment in full has already been sent, please disregard this notice.

If you have any questions, please call our Contact Center as follows:

Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245  
6977

Customer Service Representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy  
Customer Care  
Department

Please detach and return this portion with your payment.

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

Remit payment to: 40 E Broadway St, Butte, MT 59701  
Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}  
Total Owed: \${var id=ARBALANCE}  
Amount Enclosed \$ \_\_





SAMPLE FORMS

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

Section No. 6  
Original Sheet No. 52  
Canceling Sheet No. 52



Form No. 3574 03/12

NWE Internal Use Only  
Reference # \_\_\_\_\_  
Internal # \_\_\_\_\_

LETTER OF AUTHORIZATION  
ADDING CO-RESPONSIBLE PARTY TO AN ACCOUNT

I, \_\_\_\_\_, authorize NorthWestern Energy to add  
(\*NorthWestern Energy Customer Name)  
\_\_\_\_\_ as a Co-Responsible Party to my NWE Account.  
(Co-Responsible Third Party – please print)

I understand that as a Co-Responsible Third Party, \_\_\_\_\_ will be financially  
responsible for all billed services and fees provided by NorthWestern Energy for the premise located at  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ as of \_\_\_\_\_. Also, he/she  
(Service Address) (City) (State) (Date)  
may request to be discontinued as a Co-Responsible Third Party for this account at any time. I further understand all  
Co-Responsible Third Parties are authorized to make changes to this account, including but not limited to making credit  
arrangements, changing the mailing address, and disconnecting services.

\_\_\_\_\_  
(Signature of NWE Customer) (Printed Name) (Date)

\*Required to list one form of Account ID Information: \_\_\_\_\_

\*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

I, \_\_\_\_\_, \_\_\_\_\_, accept financial responsibility  
(Co-Responsible Party – Please Print) (Relationship to NWE Customer)  
for all billed services and fees provided by NorthWestern Energy for the premise located at  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ as of \_\_\_\_\_. I further  
(Service Address) (City) (State) (Date)  
understand that I shall be held liable for such debt accrued until such time that I notify NorthWestern Energy that I am no  
longer responsible.

\_\_\_\_\_  
(Signature of Co-Responsible Party) (Printed Name) (Date)

List two forms of ID Information: \_\_\_\_\_

\*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

Phone Numbers: Work \_\_\_\_\_ Employer \_\_\_\_\_  
Home \_\_\_\_\_

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

Date Filed: December 19, 2014

Effective Date: March 1, 2015  
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

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

Section No. 6  
Original Sheet No. 53  
Canceling Sheet No. 53



Form No. 3573 03/12

NWE Internal Use Only  
Customer # \_\_\_\_\_  
Internal # \_\_\_\_\_

If you wish to have NorthWestern Energy release account information to another party on a one-time basis only, please fill out the information below. **Please be sure to sign, date, and complete ID Information.**

ONE TIME RELEASE OF INFORMATION

I, \_\_\_\_\_, authorize NorthWestern Energy to release the following  
\*NorthWestern Energy Customer Name/Authorized Agent (please print)  
Information to \_\_\_\_\_  
\*Recipients Name (please print) \*Mailing Address  
\_\_\_\_\_ for the account(s)/service address(es) listed below.

\*Information to be Released:  
(please check the appropriate box - All information released includes Customer/Account Name - Acct # - Service Address)  
 Usage Information - List dates within last 24 months:  
From \_\_\_\_\_ To \_\_\_\_\_  
 Billing Information - payments/monies owing  
 Letter of Credit Reference  
 Other Information as listed: \_\_\_\_\_

ACCOUNT NAME: \_\_\_\_\_

Select one of the options below:

All Accounts or  Specific Account Number(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ list specific account #(s)

or  Specific Service Addresses: \_\_\_\_\_  
(if account # unknown)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ list specific service address(es)

\_\_\_\_\_  
(\*Signature of NWE Customer/Authorized Agent) (Printed Name & Business Title) (Date)  
(If Applicable)

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

\*Required to list one form of Account ID Information: \_\_\_\_\_

\*(circle ID Type) Social Security # Federal Tax ID # Date of Birth State ID # Driver's License #

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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N

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIoux FALLS**  
**SOUTH DAKOTA**

Section No. 6  
 Original \_\_\_\_\_ Sheet No. 54  
 Canceling \_\_\_\_\_ Sheet No. 54



Form No. 3584 03/10

NWE Internal Use Only	
Customer #	_____
Internal #	_____

**LETTER OF AUTHORIZATION  
 RESIDENTIAL ACCOUNTS**

As a Residential customer with NorthWestern Energy, you may request that additional parties be authorized to act on your behalf with NorthWestern Energy for all your Residential accounts or just for the accounts as specified below.

There are two types of authorization that may be granted to your additional parties:

- **Information Only** - NorthWestern Energy is authorized to release all account information as requested.
- **Changes** - NorthWestern Energy is authorized to release all account information and to make modifications to account information, such as credit arrangements, changing a mailing address, disconnecting service, etc.

Third Parties listed **will not** be responsible for debt accrued on your account(s).

ACCOUNT NAME: \_\_\_\_\_

Select one of the options below:

All Accounts or  Specific Account Number(s): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

NorthWestern Energy is authorized to allow the following individuals the appropriate authorizations as specified:

**Relationship Examples:** Family, Roommate, CaseWorker, etc.

**Acceptable ID Types:** Social Security #, Date of Birth, Driver's License #, State ID #

Third Party Name	Relationship	ID Information* (*required)	ID Type* (*specify)	Phone #	Information	
					Only (Check one box only)	Changes
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_\_  
 (Signature of NorthWestern Energy Customer) (Printed Name) (Date)

\*In order to process your request, please provide one form of Account ID: \_\_\_\_\_

\*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

\*Required to list Phone #: Home \_\_\_\_\_  
 Work \_\_\_\_\_

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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SAMPLE FORMS

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

Section No. 6  
Original Sheet No. 55  
Canceling Sheet No. 55



Form No. 3714 12/12

AUTHORIZATION TO DO BUSINESS

NWE Internal Use Only	
Customer #	_____
Internal #	_____
Reference #	_____

As a NorthWestern Energy customer, you may request that All Agents of your company and/or All Agents of an Affiliated Company be authorized to act on your behalf with NorthWestern Energy.

There are two types of authorization that may be granted to the employees of your company or the employees of an Affiliated Company:

- **Information Only** - NorthWestern Energy is authorized to release all account information as requested.
- **Full Authorization** - NorthWestern Energy is authorized to release all account information and to make modifications to account information, such as payment arrangements, changing a mailing address, discontinue billing, terminate service, establishing new accounts, updating All Agent information, etc., as requested.

As an Authorized Agent/Owner/Officer, you are representing yourself as having the legal authority to do business for this company with NorthWestern Energy. You will be listed as an Authorized Agent on all NorthWestern Energy Business Use accounts for this company as will the ALL AGENT options selected below. ALL AGENTS and the AUTHORIZED AGENT listed **will not** be responsible for debt accrued on these account(s).

ACCOUNT NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

ALL AGENT/ALL ACCOUNTS – INFORMATION ONLY:

Required ID Information: Federal Tax ID#: \_\_\_\_\_ or Misc. ID: \_\_\_\_\_

ALL AGENT/ALL ACCOUNTS – FULL AUTHORIZATION:

Required ID Information: Federal Tax ID#: \_\_\_\_\_ or Misc. ID: \_\_\_\_\_

AFFILIATE COMPANY: (EXAMPLE: Accounting Firm, Energy Management Firm, etc.)

Authorized Business Affiliate, Company Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

ALL AGENT/ALL ACCOUNTS – INFORMATION ONLY:

Required ID Information: Federal Tax ID#: \_\_\_\_\_ or Misc. ID: \_\_\_\_\_

ALL AGENT/ALL ACCOUNTS – FULL AUTHORIZATION:

Required ID Information: Federal Tax ID#: \_\_\_\_\_ or Misc. ID: \_\_\_\_\_

\*\*It will be your responsibility to ensure that the appropriate employees in your company and/or the affiliated company are provided the ID information that they will need to verify when speaking with a NorthWestern Energy Customer Service Representative.

Any previously authorized additional parties on your accounts will be replaced with the information provided on this form.

In addition, the Account ID will be required from any caller who sets up new accounts. The Account ID is the Choose an ID Type for the Account Name listed above.

Business Owner/Officer  Authorized Agent Business Title and Company Name \_\_\_\_\_

Email/Fax: \_\_\_\_\_ Date/Time: 12/2/2014 5:19 PM

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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