

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 87th Revised Sheet No. 3
SOUTH DAKOTA Canceling 76th Revised Sheet No. 3

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

DISCONNECT NOTICE 1

Account Number: {var id=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=DATEI}, service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, and any applicable a-reconnection fee of \$60.00 plus tax (\$75.00 plus tax after business hours) will be required before service is restored.

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

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

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

Or stop by one of our convenient walk-in offices; hours may vary; go to NorthWesternEnergy.com for more information.

Sincerely,

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NorthWesternEnergy
Customer Care Department

Date Filed: April 20, 2016

Effective Date: June 1, 2016

Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIOUX FALLS 54th Revised Sheet No. 7
SOUTH DAKOTA Canceling 43rd Revised Sheet No. 7

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

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~~, a payment arrangement for payment of past due utility charges was entered on this account. 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~~ plus applicable reconnect fees will be required, a reconnection fee will be assessed for customers in the State of South Dakota and Nebraska (\$60.00 plus tax during business hours or \$75.00 plus tax after business hours) before ~~your~~ utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.

Reconnection fees:

SD Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours

SD Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

NE Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

If you have any questions, please ~~call us contact our Customer Care Department,~~ Monday - Friday, 7 a.m. – 6 p.m. (local time):

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

NorthWestern Energy
Customer Care
Department

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