

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 1**  
**SIoux FALLS 12th Revised Sheet No. 2**  
**SOUTH DAKOTA Canceling 11th Revised Sheet No. 2**

TABLE OF CONTENTS  
(Continued)

<u>Section</u>	<u>Item</u>	<u>Sheet No.</u>	
4	Summary List of Contracts with Deviations .....	1	
5	General Terms and Conditions .....	1, 1a, 2-13	
6	Sample Forms		
	Bill Form.....	1	
	Bill Form (reverse side).....	1.1	
	Letter of Old Account Number.....	2	
	Notice of Disconnection .....	3	
	Return Check Letter.....	4	
	Letter of Balance Owing.....	5	
	Return Check Letter.....	6	
	Broken Arrangement Notice .....	7	
	Unpaid Balance Transfer .....	8	
	NSF Letter .....	9	
	Application for Service (Residential) Page 1 .....	10	
	Application for Service (Residential) Page 2.....	10.1	
	Non-Sufficient Funds Payment Method.....	11	
	Change to Account Letter .....	12	
	Contact Move in Process .....	13	
	Expiration of Guarantor.....	14	
	Contact – Customer Information Verification .....	15	
	Notification to Guarantor .....	16	
	Amount of Transfer to Guarantor.....	17	
	Letter of Credit.....	18	
	Letter of Dispute.....	19	
	Dispute Questionnaire.....	19.1	
	S. D. Customer Information Booklet.....	20	
	Incorrect Rate .....	21	
	Bankruptcy Letter.....	22	
	Budget Payment Plan Letter-Past Due.....	23	T
	Deposit Letter.....	24	
	Budget Bill Annual Review .....	25	
	Removal from Budget Billing .....	26	
	Budget Billing Welcome Letter .....	27	T
	Budget Billing Quality Review .....	28	T
	Closing Bill Final Notice .....	29	
	Closing Bill Reminder.....	30	
	Notice to Landlord.....	31	
	Notice of Termination.....	32	
	Notice of Establishment of Satisfactory Credit.....	33	

(Continued)

**Date Filed: July 28, 2016**  
**EL16-027**

**Effective Date: September 1, 2016**  
**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>	<b>1st Revised Sheet No. 25</b>
<b>SOUTH DAKOTA</b>	<b>Canceling Original Sheet No. 25</b>

---

{var id=SYSTEMDATE}

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}

RE: Budget Bill Annual Review

After an annual review of your Budget Billing amount, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.

T  
T

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.

T  
T  
T  
T  
T  
T  
TD

If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

T  
T

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

Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.

T  
T

Sincerely,

NorthWestern Energy  
Customer Care Department

---

**Date Filed:** July 28, 2016  
**EL16-027**

---

**Effective Date:** September 1, 2016  
**Issued by:** Jeff Decker, Specialist Regulatory

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**      **Section No. 6**  
**SIoux FALLS**      1st Revised      **Sheet No. 26**  
**SOUTH DAKOTA**      Canceling Original      **Sheet No. 26**

---

{var id=SYSTEMDATE}

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}

You are currently enrolled in our Budget Billing program. Because you have a large credit balance on your account, our program can no longer calculate an accurate Budget Billing amount.

D

Your account has been removed from our Budget Billing program. If you would like to re-enroll in our Budget Billing program, please contact us and we can review your account with you.

T  
T

If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

T

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

Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.

T  
T

Sincerely,

NorthWestern Energy  
Customer Care Department

---

**Date Filed:** July 28, 2016  
**EL16-027**

---

**Effective Date:** September 1, 2016  
**Issued by:** Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 1st Revised Sheet No. 27
SOUTH DAKOTA Canceling Original Sheet No. 27

{var id=SYSTEMDATE}

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}

RE: Budget Billing Welcome Letter

T

Thank you for participating in NorthWestern Energy's Budget Billing Program. By enrolling in this program, you level out the seasonal highs and lows of your utility bill by dividing your energy use into equal monthly payments. We have calculated that your monthly budget bill amount will be \${var id=BUDGETAMT}, and will begin with your next bill. As a Budget Billing customer, your monthly statements will include a summary of current charges, current account balance and current Budget Bill amount due. Budget Billing plans are reviewed throughout the year. If your energy use goes up or down compared to last year or energy prices change, it may be necessary to adjust your Budget Billing amount accordingly. We will notify you prior to any changes becoming effective. If you have any questions about the balances of your account, please contact us and we can review your account with you.

T
T
T
TD
T
T
T
T
T
T

Please note your continued participation in the program requires we receive your Budget Bill payment by the due date each month. If you decide to discontinue participation in the program or close your account, the actual account balance will be applied to your next billing statement.

T
T
TD

If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

T

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

Or you can stop by one of our convenient walk-in offices. Visit NorthWestern Energy.com for office hours in your area.

T
T

Sincerely,

NorthWestern Energy
Customer Care Department

**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIOUX FALLS</b>	<b>1st Revised</b> <b>Sheet No. 28</b>
<b>SOUTH DAKOTA</b>	<b>Canceling Original</b> <b>Sheet No. 28</b>

---

{var id=SYSTEMDATE}

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}

RE: Budget Bill Quality Review

After a review of your Budget Billing account, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.

T  
TD

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.

T  
T  
T  
T  
T  
T  
TD

If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

T  
T

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

Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.

T  
T

Sincerely,

NorthWestern Energy  
Customer Care Department

---

**Date Filed: July 28, 2016**  
**EL16-027**

---

**Effective Date: September 1, 2016**  
**Issued by: Jeff Decker, Specialist Regulatory**