



March 2, 2018

Ms. Patricia Van Gerpen, Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD, 57501

Dear Ms. Van Gerpen:

NorthWestern Corporation doing business as NorthWestern Energy (“NorthWestern”) is filing with the South Dakota Public Utilities Commission (the “Commission”) revisions to its Electric Tariff. NorthWestern respectfully requests Commission approval of these proposed revisions.

Pursuant to ARSD 20:10:13:39, NorthWestern states:

1. The documents submitted with this filing include:

Electric Tariff	Section No. 1, 1st revised Sheet No. 3
Electric Tariff	Section No. 6, Original Sheet No. 57
Electric Tariff	Section No. 6, Original Sheet No. 58
Electric Tariff	Section No. 6, Original Sheet No. 59
Electric Tariff	Section No. 6, Original Sheet No. 60

The proposed effective date for the tariff revisions is April 3, 2018.

2. Brief description of the tariff changes:

The purpose of this filing is to update the form tariff to include a Continuous Service Agreement between landlords and NorthWestern. This filing will allow NorthWestern’s tariff to reflect rights and responsibilities associated with the program. New landlords must agree to the program terms and conditions in order to participate. Existing landlords will not be required to sign the agreement, but as further explained below all existing landlords will be required to acknowledge the same terms and conditions if they desire access to the online portal and the new service option.

This Continuous Service Agreement identifies the terms and conditions of the continuous service program offered by NorthWestern. The landlord is responsible to review the form, list the applicable properties and choose service options for each property.

NorthWestern currently offers one continuous service option (Move Out Only), which is designed to transfer service to the landlord after the tenant discontinues service. NorthWestern intends to offer a second option (Move Out/Non Payment), providing for a



return of service to the landlord when the tenant discontinues service or in instances when service is disconnected for nonpayment.

New landlords will be able to register online for our self-service portal once NorthWestern processes the agreement. Existing landlords may also register, acknowledge the applicable terms and conditions and receive the benefits of the online portal. NorthWestern anticipates the portal will be in production by early April.

Landlords can continue to contact NorthWestern for assistance with continuous service relationships, however they can more efficiently process requests and obtain information about their properties using the online option. Through our office or online, landlords have the ability to:

- Add and remove properties
- Confirm tenant sign-ups and pending service requests
- Confirm landlord outstanding balances
- Update contact information
- Add or remove authorized parties
- Pay balances
- Receive 24x7 online self-service through the portal

NorthWestern and the landlord benefit because the system automatically transfers service to the landlord after the tenant's final meter read is obtained. With an automated process, minimal manual intervention is required to activate the landlord account. Landlords are sent a letter via the US Postal Service when services are transferred (or when service will be turned off due to past due balances of the landlord).

Additionally, NorthWestern will no longer charge connect fees to landlords who have continuous service arrangements if they allow the process to run automatically. Landlords who choose to disconnect and reconnect services during tenant vacancies will be charged the fee. Landlords will also be charged the fee if the landlord requests service connected in the landlord's name after the tenant's service is disconnected for non-payment.

3. Reasons for the proposed tariff changes:

NorthWestern seeks these changes to provide better communication and service options for its landlord customers.

4. Number of customers whose cost of service will be affected and annual changes in cost of service to such customers.

The letter changes will impact landlords who choose to participate in this program. No additional revenue is anticipated from these changes.



Sincerely,

Jeff J. Decker

Regulatory Specialist

jeff.decker@northwestern.com

○ 605-353-8315