

# Exhibit B

(A)

www.montana-dakota.com

**ACCOUNT SUMMARY**

(B)

Previous Balance	\$50.64
Payment Received 4/23/2012 Thank you	-50.64
Current Electric Charges	60.89
<b>Amount Due on 5/24/12</b>	<b>\$60.89</b>

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

(D)

**1-800-638-3278**

Emergencies: 24 hours a day  
 Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)  
 Mail: Montana-Dakota Utilities Co.,  
 Attn: Customer Service, PO Box 7608, Boise, ID  
 83707-1608. Please include your account  
 number.

**CALL BEFORE YOU DIG 811**

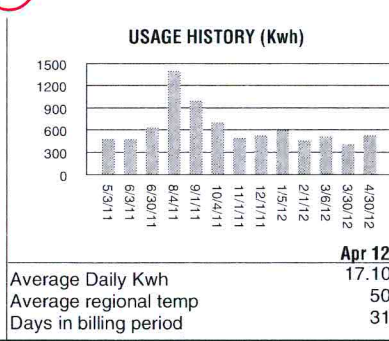


Payment Due ▲  
 See "Ways to Pay Your Bill"  
 on the back of this page.

**Electric Charges**

(C)

**BILLING PERIOD** DAYS  
 3/31/12 - 4/30/12 31  
**METER NUMBER**  
 011290066  
**METER READ DATE**  
 4/30/12  
 Next scheduled read 5/31/12



**RATE**  
 10 - Residential Electric

CURRENT READING	PREVIOUS READING	TOTAL USED
74109	- 73579	= 530 Kwh
Base Rate		6.00
Energy 450 Kwh x \$0.0921		41.45
Energy 80 Kwh x \$0.08504		6.80
Fuel Cost Adj 17 Kwh x \$0.007349		0.12
Fuel Cost Adj 513 Kwh x \$0.005993		3.07
State Tax 4% x \$57.44		2.30
City Tax 2% x \$57.44		1.15
<b>Total Charges</b>		<b>\$60.89</b>

(E)

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.  
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

(F)

DATE DUE  
**May 24, 2012**

AMOUNT DUE  
**\$60.89**

UTE 60.89

**Has your mailing address or phone number changed?**  
 Check here and provide details on back.



HOVEN SD 57450-0083



PO BOX 5600  
 BISMARCK ND 58506-5600

Please enter amount enclosed

\$

Write account number on check and make payable to MDU.

**Ways to Pay Your Bill**

**Easy-Pay:** Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution each month. To enroll, call 1-800-638-3278 or complete the Easy-Pay Enrollment authorization form located on our website, **www.montana-dakota.com**, and return with a voided check.

**Pay By Phone or Online:** We accept payments through Western Union® Speedpay®, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts. Payments can be made 24/7 using your credit card, debit card or electronic transfer from a checking, money market or savings account. You will need your utility account number (available on your bill) to process your payment. Western Union® Speedpay® charges a \$3.95 convenience fee per transaction for this service.

**Payment Locations:** Pay by cash, check or money order at one of our payment locations;

there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

**By Mail:** Mail your payment to Montana-Dakota Utilities Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

**Balanced Billing:** This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balance Billing form located on our website or contact Customer Service at 1-800-638-3278.

**Payment Due Date:** Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

**Billing Terms and Definitions**

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at [www.montana-dakota.com](http://www.montana-dakota.com).

**Basic Service Charge or Base Rate:** A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

**Constant:** A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

**Cost of Gas:** This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.

**CTA – Conservation Tracking Adjustment:** A charge that provides funding for Commission-approved conservation programs in the states of MT and SD.

**Demand Charge:** A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

**Distribution Delivery Charge or Energy Charge:** A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

**DDSM – Distribution Delivery Stabilization Mechanism:** A charge applicable to gas service provided in ND and SD designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.

**Dk – Dekatherms:** The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

**Fuel and Purchased Power:** This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis for customers served in MT and ND.

**Fuel Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis in SD.

**Kw – Kilowatt:** The Kw billed is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

**Kwh – Kilowatt-hour:** The Kwh billed is the total amount of electricity used in the billing period.

**Kvar Penalty:** A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

**Power Supply Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis in WY.

**TCA – Transmission Cost Adjustment:** A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.

**Therm Factor:** The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

**USBC – Universal System Benefits Charge:** A charge that provides funding for conservation and low-income programs in the state of MT as required by the Montana State Legislature.

**Important Customer Information**

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service **FIRST** at 1-800-638-3278. If you cannot pay your bill at this time, we are **willing to make satisfactory payment arrangements**. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agencies governing in the state service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, Montana 59620-2601
- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

*Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.*

*When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.*

*Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.*

**Moving?** To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

**Has your mailing / email address or phone number changed?**

**Please provide details here and check the box on the front of this stub.**

Account No. \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

**ACCOUNT SUMMARY**

Previous Balance	\$145.48
Payment Received 4/20/2012 Thank you	-145.48
Current Gas Charges	52.81
Current Electric Charges	83.97
<b>Amount Due on 5/31/12</b>	<b>\$136.78</b>

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

**1-800-638-3278**

Emergencies: 24 hours a day  
Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)  
Mail: Montana-Dakota Utilities Co.,  
Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

**CALL BEFORE YOU DIG 811**

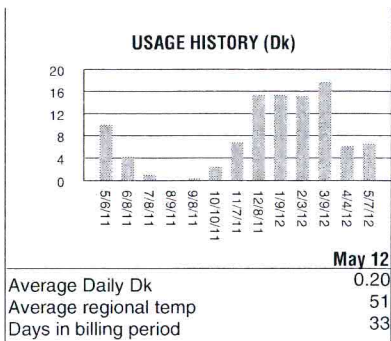


Payment Due ▲  
Your payment will be automatically deducted from your bank account on or after this date.

**Gas Charges**

**BILLING PERIOD** 4/5/12 - 5/7/12  
**DAYS** 33  
**METER NUMBER** 012799675  
**METER READ DATE** 5/7/12  
Next scheduled read 6/6/12

**RATE**  
66 - Residential Gas



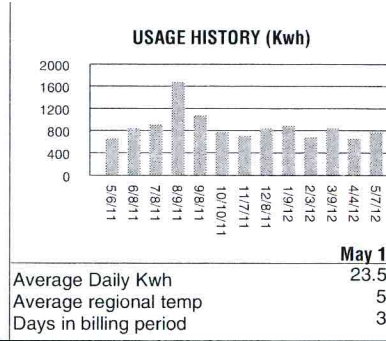
**May 12**  
Average Daily Dk 0.20  
Average regional temp 51  
Days in billing period 33

CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	DK USED
661.4	- 654.6	= 6.8	x 0.968413	= 6.6
Basic Service Charge 33 Days x \$0.15				4.95
Distribution Delivery 6.6 Dk x \$2.915				19.24
Cost of Gas 5.2 Dk x \$3.956				20.57
Cost of Gas 1.4 Dk x \$3.386				4.74
CTA 6.6 Dk x \$0.049				0.32
State Tax 4% x \$49.82				1.99
City Tax 2% x \$49.82				1.00
<b>Total Charges</b>				<b>\$52.81</b>

**Electric Charges**

**BILLING PERIOD** 4/5/12 - 5/7/12  
**DAYS** 33  
**METER NUMBER** 011278286  
**METER READ DATE** 5/7/12  
Next scheduled read 6/6/12

**RATE**  
10 - Residential Electric



**May 12**  
Average Daily Kwh 23.55  
Average regional temp 51  
Days in billing period 33

CURRENT READING	PREVIOUS READING	TOTAL USED
59037	- 58260	= 777 Kwh
Base Rate		6.00
Energy 450 Kwh x \$0.0921		41.45
Energy 300 Kwh x \$0.08504		25.51
Energy 27 Kwh x \$0.06964		1.88
Fuel Cost Adj 612 Kwh x \$0.005993		3.67
Fuel Cost Adj 165 Kwh x \$0.004318		0.71
State Tax 4% x \$79.22		3.17
City Tax 2% x \$79.22		1.58
<b>Total Charges</b>		<b>\$83.97</b>

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.





**Ways to Pay Your Bill**

**Easy-Pay:** Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution each month. To enroll, call 1-800-638-3278 or complete the Easy-Pay Enrollment authorization form located on our website, **www.montana-dakota.com**, and return with a voided check.

**Pay By Phone or Online:** We accept payments through Western Union® Speedpay®, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts. Payments can be made 24/7 using your credit card, debit card or electronic transfer from a checking, money market or savings account. You will need your utility account number (available on your bill) to process your payment. Western Union® Speedpay® charges a \$3.95 convenience fee per transaction for this service.

**Payment Locations:** Pay by cash, check or money order at one of our payment locations;

there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

**By Mail:** Mail your payment to Montana-Dakota Utilities Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

**Balanced Billing:** This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balance Billing form located on our website or contact Customer Service at 1-800-638-3278.

**Payment Due Date:** Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

**Billing Terms and Definitions**

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at [www.montana-dakota.com](http://www.montana-dakota.com).

**Basic Service Charge or Base Rate:** A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

**Constant:** A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

**Cost of Gas:** This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.

**CTA – Conservation Tracking Adjustment:** A charge that provides funding for Commission-approved conservation programs in the states of MT and SD.

**Demand Charge:** A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

**Distribution Delivery Charge or Energy Charge:** A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

**DDSM – Distribution Delivery Stabilization Mechanism:** A charge applicable to gas service provided in ND and SD designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.

**Dk – Dekatherms:** The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

**Fuel and Purchased Power:** This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis for customers served in MT and ND.

**Fuel Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis in SD.

**Kw – Kilowatt:** The Kw billed is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

**Kwh – Kilowatt-hour:** The Kwh billed is the total amount of electricity used in the billing period.

**Kvar Penalty:** A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

**Power Supply Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis in WY.

**TCA – Transmission Cost Adjustment:** A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.

**Therm Factor:** The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

**USBC – Universal System Benefits Charge:** A charge that provides funding for conservation and low-income programs in the state of MT as required by the Montana State Legislature.

**Important Customer Information**

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service **FIRST** at 1-800-638-3278. If you cannot pay your bill at this time, we are **willing to make satisfactory payment arrangements**. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agencies governing in the state service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, Montana 59620-2601
- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

*Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.*

*When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.*

*Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.*

**Moving?** To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

**Has your mailing / email address or phone number changed?**

**Please provide details here and check the box on the front of this stub.**

Account No. \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

**ACCOUNT SUMMARY**

Previous Balance	\$38.25
Payment Received 4/24/2012 Thank you	-38.25
Current Electric Charges	30.25
<b>Amount Due on 5/31/12</b>	<b>\$30.25</b>

*Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.*

**CUSTOMER SERVICE & EMERGENCY SERVICE**

**1-800-638-3278**

Emergencies: 24 hours a day  
 Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)  
 Mail: Montana-Dakota Utilities Co.,  
 Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

**CALL BEFORE YOU DIG 811**



Payment Due ▲  
 Your payment will be automatically deducted from your bank account on or after this date.

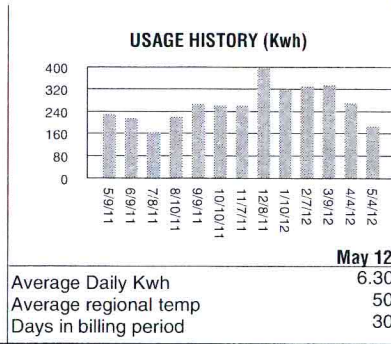
**Electric Charges**

**BILLING PERIOD**      **DAYS**  
 4/5/12 - 5/4/12      30

**METER NUMBER**  
 011307204

**METER READ DATE**  
 5/4/12  
 Next scheduled read 6/5/12

**RATE**  
 20 - Small General Electric



CURRENT READING	PREVIOUS READING	TOTAL USED
17731	- 17542	= 189 Kwh
Base Rate		12.00
Energy 189 Kwh x \$0.08173		15.45
Fuel Cost Adj 164 Kwh x \$0.005993		0.98
Fuel Cost Adj 25 Kwh x \$0.004318		0.11
State Tax 4% x \$28.54		1.14
City Tax 2% x \$28.54		0.57
<b>Total Charges</b>		<b>\$30.25</b>

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.  
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.





Customer Service: 1-800-638-3278 • 7 a.m.-7 p.m. Monday-Friday
Call volume is generally higher on Mondays, for faster service please call Tuesday-Friday.
www.montana-dakota.com

Ways to Pay Your Bill

Easy-Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution each month.

Pay By Phone or Online: We accept payments through Western Union Speedpay, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts.

Payment Locations: Pay by cash, check or money order at one of our payment locations;

there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

By Mail: Mail your payment to Montana-Dakota Utilities Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balance Billing form located on our website or contact Customer Service at 1-800-638-3278.

Payment Due Date: Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.montana-dakota.com.

Basic Service Charge or Base Rate: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

Constant: A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.

CTA - Conservation Tracking Adjustment: A charge that provides funding for Commission-approved conservation programs in the states of MT and SD.

Demand Charge: A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

Distribution Delivery Charge or Energy Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

DDSM - Distribution Delivery Stabilization Mechanism: A charge applicable to gas service provided in ND and SD designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

Fuel and Purchased Power: This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis for customers served in MT and ND.

Fuel Cost Adj: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis in SD.

Kw - Kilowatt: The Kw billed is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

Kwh - Kilowatt-hour: The Kwh billed is the total amount of electricity used in the billing period.

Kvar Penalty: A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

Power Supply Cost Adj: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis in WY.

TCA - Transmission Cost Adjustment: A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

USBC - Universal System Benefits Charge: A charge that provides funding for conservation and low-income programs in the state of MT as required by the Montana State Legislature.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service FIRST at 1-800-638-3278. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agencies governing in the state service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, Montana 59620-2601
ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
SD PUC: 1-605-773-3201
WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No. \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Email: \_\_\_\_\_





UTILITIES CO.  
A Division of MDU Resources Group, Inc.

In the Community to Serve®

SERVICE FOR

LEBANON, SD 57455-9999

www.montana-dakota.com

ACCOUNT NUMBER

DATE DUE

Jun 7, 2012

BILL DATE

May 16, 2012

AMOUNT DUE

\$26.45

ACCOUNT SUMMARY

Previous Balance	\$25.81
Payment Received 5/10/2012 Thank you	-25.81
Current Electric Charges	26.45
<b>Amount Due on 6/7/12</b>	<b>\$26.45</b>

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

1-800-638-3278

Emergencies: 24 hours a day  
Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)  
Mail: Montana-Dakota Utilities Co.,  
Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

CALL BEFORE YOU DIG 811

June						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Payment Due ▲  
See "Ways to Pay Your Bill" on the back of this page.

Electric Charges

USAGE HISTORY

BILLING PERIOD 4/13/12 - 5/14/12  
DAYS 32

METER NUMBER 011476793

METER READ DATE 5/14/12

Next scheduled read 6/13/12

RATE 20 - Small General Electric

Month	Kwh	Kw
2012-05-14	166	1.6
2012-04-12	156	2.3
2012-03-19	236	1.4
2012-02-14	227	1.3
2012-01-19	229	3.1
2011-12-15	58	0.7

CURRENT READING	PREVIOUS READING	TOTAL USED
1072	- 906	= 166 Kwh
1.578		= 1.6 Kw
Base Rate		12.00
Energy 166 Kwh x \$0.08173		13.57
Fuel Cost Adj 93 Kwh x \$0.005993		0.56
Fuel Cost Adj 73 Kwh x \$0.004318		0.32
<b>Total Charges</b>		<b>\$26.45</b>

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



ACCOUNT NUMBER

DATE DUE

Jun 7, 2012

AMOUNT DUE

\$26.45

UTE 26.45

Has your mailing address or phone number changed?  
Check here and provide details on back.



LEBANON SD 57455

PO BOX 5600  
BISMARCK ND 58506-5600



Please enter amount enclosed

\$

Write account number on check and make payable to MDU.





Customer Service: 1-800-638-3278 • 7 a.m.-7 p.m. Monday-Friday
Call volume is generally higher on Mondays, for faster service please call Tuesday-Friday.
www.montana-dakota.com

Ways to Pay Your Bill

Easy-Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution each month.

Pay By Phone or Online: We accept payments through Western Union Speedpay, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts.

Payment Locations: Pay by cash, check or money order at one of our payment locations;

there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

By Mail: Mail your payment to Montana-Dakota Utilities Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balance Billing form located on our website or contact Customer Service at 1-800-638-3278.

Payment Due Date: Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.montana-dakota.com.

Basic Service Charge or Base Rate: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

Constant: A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.

CTA - Conservation Tracking Adjustment: A charge that provides funding for Commission-approved conservation programs in the states of MT and SD.

Demand Charge: A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

Distribution Delivery Charge or Energy Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

DDSM - Distribution Delivery Stabilization Mechanism: A charge applicable to gas service provided in ND and SD designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

Fuel and Purchased Power: This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis for customers served in MT and ND.

Fuel Cost Adj: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis in SD.

Kw - Kilowatt: The Kw billed is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

Kwh - Kilowatt-hour: The Kwh billed is the total amount of electricity used in the billing period.

Kvar Penalty: A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

Power Supply Cost Adj: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis in WY.

TCA - Transmission Cost Adjustment: A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

USBC - Universal System Benefits Charge: A charge that provides funding for conservation and low-income programs in the state of MT as required by the Montana State Legislature.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service FIRST at 1-800-638-3278. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agencies governing in the state service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, Montana 59620-2601
ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
SD PUC: 1-605-773-3201
WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No. \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Email: \_\_\_\_\_