

# NorthWestern<sup>®</sup> Energy

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www.northwesternenergy.com

December 5, 2008

Ms. Patricia VanGerpen, Executive Director  
S.D. Public Utilities Commission  
State Capitol Building  
500 East Capitol Avenue  
Pierre, SD 57501

Re: Sample Forms Revisions

Dear Ms. VanGerpen:

With this letter, NorthWestern Corporation ("NorthWestern" or the "Company"), doing business as NorthWestern Energy, is filing with the Commission revisions to its Sample Forms. NorthWestern respectfully requests Commission approval of these proposed revisions to its Natural Gas Tariff.

Pursuant to ARSD 20:10:13:39, the Company states:

1. The documents submitted with this filing include:

Table of Contents	Section No. 1, 7 <sup>th</sup> revised Sheet No. 2
Return Check Letter	Section No. 6, 3 <sup>rd</sup> Revised Sheet No. 6
NSF Notice	Section No. 6, 5 <sup>th</sup> Revised Sheet No. 9
Bankruptcy Letter	Section No. 6, 2nd Revised Sheet No. 29
Budget Remove	Section No. 6, 2nd revised Sheet No. 30

2. The proposed effective date for the tariff revisions is January 15, 2009.

3. Brief description of the tariff changes:

The changes include the filings of revisions to the return check letter, the non-sufficient funds letter, the addition of a letter regarding a customer's bankruptcy and a change to the budget removal letter.

Regarding the Form Letters, the following changes are proposed.

A fifth payment option was added to the RETURN CHECK LETTER.

Language changes were made to the NSF LETTER. The process or rule was not changed.

A letter to the customer stating how the Company will deal with a customer bankruptcy was added.

The BUDGET REMOVE letter contains a slight language change.

4. Reasons for the proposed tariff changes:

The Company desires to make the letters more clear and provide more information to customers.

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

This change will affect all NorthWestern customers.

Sincerely,

Jeff Decker  
Regulatory Specialist

**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

Section No. 1  
7th Revised Sheet No. 2  
Canceling 6th Revised Sheet No. 2

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Date Filed: December 5, 2008

Service on and after  
Effective Date: January 15, 2009

Jeffrey Decker  
Issued By: Regulatory Specialist

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
Sheet No. 6  
3rd Revised  
Canceling 2nd Revised Sheet No. 6

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

DATE

RE: ACCOUNT NUMBER

Dear CUSTOMER NAME

NorthWestern Energy has received a return payment in the amount of \$999,999.99 on the above account. Your payment was returned for the following reason:

REASON

Please resubmit your payment within five (5) business days. If your account was previously in the termination process, the termination process may continue. You may pay by choosing from any of the following options:

- 1) Mail your payment to Po Box 1338, Butte MT 59702
- 2) Pay online at [www.northwesternenergy.com](http://www.northwesternenergy.com)
- 3) Pay by phone with a NorthWestern Energy Customer Care Representative at 1-800-245-6977
- 4) Pay via the automated phone system:  
  - Checking, Savings and Money Market payments 1-800-218-4959
  - Credit/Debit and ATM card payments 1-877-361-4927
- 5) Remit your payment to your nearest NorthWestern office.

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Your cooperation is greatly appreciated. If you have any questions, please call our Customer Contact Center at 1-800-245-6977. Our hours are 6am to 10pm.

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Sincerely,

NorthWestern Energy  
Collections Department

Date Filed: December 5, 2008

Service on and after  
Effective Date: January 15, 2009

Jeffrey Decker  
Issued By: Regulatory Specialist





SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
Sheet No. 30  
2nd Revised  
Canceling 1st Revised Sheet No. 30

DATE

CUSTOMER NAME  
ADDRESS  
CITY STATE ZIP

L

Account Number: XXXXXXXX-X  
Service Address: <Service Address>

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Dear <Customer>

Paying your Northwestern Energy monthly budget bill is important. NorthWestern's Budget Payment Plan is a convenient way of paying the same amount each month. Because your budget account is past due, it is in the process of being removed from the Budget Payment Plan. Once the account is removed from this program, the account balance will be billed in full. If you would like to discuss your account, please contact a representative immediately at 1-800-245-6977.

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NorthWestern's Budget Payment Plan makes paying your monthly utility bill easy. To make this process even easier we offer NorthWestern's EZ Pay. With NorthWestern's EZ Pay, your utility bill is automatically paid from your bank account on the day you choose. To sign up for NorthWestern's EZ Pay or to get more information, please call our Customer Contact Center at 1-800-245-6977.

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Sincerely,

NorthWestern Energy  
Collections Department

Date Filed: December 5, 2008

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Jeffrey Decker  
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