

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
Sheet No. 1
Canceling 8th Revised
Sheet No. 1



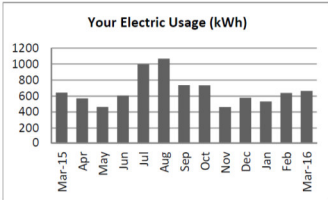
11 E Park St | Butte, MT 59701-1711 | NorthWesternEnergy.com

Page 1

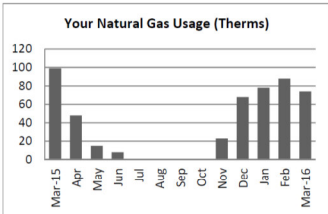
CUSTOMER: JOHN SMITH
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION:
BILLING DATE: March 10, 2016

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401



| | Mar 2015 | Feb 2016 | Mar 2016 |
|----------------------|----------|----------|----------|
| Days of Service | 29 | 29 | 28 |
| kWh Used | 641.00 | 637.00 | 663.00 |
| Avg. kWh per day | 22.1 | 22.0 | 23.7 |
| Avg. cost per day | \$2.28 | \$2.73 | \$2.96 |
| Avg. daily temp (°F) | 14 | 19 | 31 |



| | Mar 2015 | Feb 2016 | Mar 2016 |
|----------------------|----------|----------|----------|
| Days of Service | 29 | 29 | 28 |
| Therms Used | 99.00 | 88.00 | 74.00 |
| Avg. Therms per day | 3.4 | 3.0 | 2.6 |
| Avg. cost per day | \$3.12 | \$2.37 | \$2.11 |
| Avg. daily temp (°F) | 14 | 19 | 31 |

| Bank Draft Scheduled on | DUE DATE | TOTAL AMOUNT DUE |
|-------------------------|----------------|------------------|
| March 30, 2016 | March 30, 2016 | \$ 150.44 |

| ACCOUNT SUMMARY | | | |
|-------------------|---------------------|----|----------|
| Previous Balance | | \$ | 156.84 |
| Payments Received | 1/15/2016 Thank you | \$ | (156.84) |
| Current Charges | | \$ | 141.92 |
| Tax | | \$ | 8.52 |

Total Amount Due \$ 150.44

| SUMMARY OF CURRENT CHARGES | | | |
|----------------------------|-----------------|-------|-------|
| | Utility Service | TOTAL | |
| Electric Service | \$ 82.75 | \$ | 82.75 |
| Natural Gas Service | \$ 59.17 | \$ | 59.17 |

Total Current Charges \$ - \$ 141.92 \$ 141.92

BUDGET BILLING INFORMATION

BUDGET BILLING - PAY THE SAME AMOUNT EACH MONTH
 If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$122.00. Your account must be current and in good standing to qualify for budget billing.

IMPORTANT ACCOUNT INFORMATION

\$150.44 will be deducted from your bank account on March 30, 2016

MESSAGE BOARD

For questions about your bill or service, call NorthWestern Energy at 800-245-6977 (Monday through Friday, 7 a.m. to 6 p.m.) For information or to make payment, visit us at northwesternenergy.com.

Please return this portion of your bill with your payment. 00000000000000 0000000015044 0000000015044

| ACCOUNT NUMBER | DUE DATE | TOTAL AMOUNT DUE | AMOUNT ENCLOSED |
|----------------|----------------|------------------|-----------------|
| 1234567-8 | March 30, 2016 | \$ 150.44 | |

Bank Draft Scheduled on
March 30, 2016

A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

JOHN SMITH
 123 MAIN ST
 ABERDEEN SD 57401-7033

NorthWestern Energy
 Butte MT 59707-0001

0000 00000000 12345678 0000015044

Date Filed: April 20, 2016
NG16-005

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

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
8th Revised
Canceling 7th Revised
Sheet No. 1.1
Sheet No. 1.1



Account Number: 1234567-8 Page 2
 Customer Name: JOHN SMITH
 Service Address: 123 MAIN, ABERDEEN SD 57401

NorthWestern Energy: 1-800-245-6997
 Customer Service: (M-F 7 am - 6 pm)
 and Emergencies 24 hours a day

PAY BY PHONE OPTIONS:

Credit/Debit or ATM Card:
 1-877-361-4927
 Checking, Savings, or Money Market:
 1-800-218-4959

Customers with unresolved questions or concerns may contact the consumer affairs division of South Dakota Public Utilities Commission at 1-605-773-3201 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 2/1/2016

ELECTRIC SERVICES

| | | |
|---------------------------|----|-----------|
| Service Charge | \$ | 6.00 |
| Electric Residential 200@ | \$ | 0.0998000 |
| 600@ | \$ | 0.0982600 |
| 200@ | \$ | 0.0890100 |
| 200@ | \$ | 0.0720500 |
| 9999999@ | \$ | 0.0365700 |
| Energy Efficiency Program | \$ | 0.0005000 |
| Elec Fuel Prurchase Power | \$ | 0.0165400 |

NATURAL GAS SERVICES

| | | |
|---------------------------|----|-------------|
| Service Charge | \$ | 8.00 |
| Gas Residential 30@ | \$ | 0.3849000 |
| 9999999@ | \$ | 0.1761000 |
| Energy Efficiency Program | \$ | (0.0007000) |
| Pruch Gas Commodity SD 81 | \$ | 0.4346700 |

UTILITY SERVICES

ELECTRIC SERVICES

| Read Dates | | | kWh Meter Readings | | Read | Meter | Billed kWh | Demand Read | Demand Usage |
|------------|----------|------|--------------------|----------|--------|-------|------------|-------------|--------------|
| From | To | Days | Previous | Current | Code | Mult | | | |
| 02/02/16 | 03/01/16 | 28 | 74350.00 | 75013.00 | Actual | 1 | 663 | | |

Meter Number: 1012534 Rate: 10-Electric Residential Service
 HOUSE METER

| | | | |
|--------------------------------|-------|----|--------------|
| Customer Charge | | \$ | 6.00 |
| Energy Charge | 663.0 | \$ | 65.45 |
| Elec Fuel Purchase Power | 663.0 | \$ | 10.97 |
| Energy Efficiency Program | 663.0 | \$ | 0.33 |
| Electric Delivery Total | | \$ | 82.75 |

GAS SERVICES

| Read Dates | | | Meter Readings | | Read | Meter | Conversion | Average | Billed |
|------------|----------|------|----------------|---------|--------|--------|------------|------------|--------|
| From | To | Days | Previous | Current | Code | Volume | Pressure | BTU Factor | Therms |
| 02/02/16 | 03/01/16 | 28 | 3253.00 | 3325.00 | Actual | 72 | 0.9708078 | 1.056032 | 74.00 |

Meter Number: 2012354 Rate: 81-Residential Natural Gas
 HOUSE METER

| | | | |
|-----------------------------------|-------|----|---------------|
| Customer Charge | | \$ | 8.00 |
| Energy Charge | 74.00 | \$ | 19.25 |
| Purch Gas Commodity SD 81 | 74.00 | \$ | 31.97 |
| Energy Efficiency Program | 74.00 | \$ | (0.05) |
| Natural Gas Delivery Total | | \$ | 59.17 |
| TOTAL DELIVERY SERVICES | | \$ | 141.92 |

TAXES

| | | | |
|--------------------------------|--|----|-------------|
| CITY SALES TAX - ABERDEEN | | \$ | 2.84 |
| STATE TAX - SOUTH DAKOTA | | \$ | 5.68 |
| TOTAL DELIVERY SERVICES | | \$ | 8.52 |

When you provide a check as a payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.



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SAMPLE FORMS

| | |
|---|------------------------------|
| NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY | Section No. 6 |
| SIOUX FALLS | 7th Revised |
| SOUTH DAKOTA | Canceling 6th Revised |
| | Sheet No. 3 |
| | Sheet No. 3 |

{var id=NOTICEDATE} N

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

DISCONNECT NOTICE 1

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT} T
Service Address: {var id=SVCADDR} T
Meter Number: {var id=METER} T

Dear {var id=CUSTNAME}, T

Our records indicate your utility account is past due as follows: T

Disconnect Amount \${var id=PASTDUEAMT} Total Amount of Bill \${var id=TOTALAMT} T

Please disregard this notice if payment has been made. T

Unless payment of \${var id=PASTDUEAMT} is received prior to {var id=DATEI}, service will be disconnected. Once service is disconnected, payment of the utility bill and any applicable reconnection fee will be required before service is restored. T
T
T

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

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. T

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. T
T

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. T

If you have any questions, please call us at 800-245-6977 Monday-Friday, 7 a.m. - 6 p.m. (local time). T
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Or stop by one of our convenient walk-in offices; hours may vary; go to NorthWesternEnergy.com for more information. T
T

Sincerely,

NorthWestern Energy
Customer Care Department T

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

5th Revised
Canceling 4th Revised

Section No. 6
Sheet No. 4
Sheet No. 4

D

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

4th Revised
Canceling 3rd Revised

Section No. 6
Sheet No. 5
Sheet No. 5

D

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIOUX FALLS 6th Revised Sheet No. 9
SOUTH DAKOTA Canceling 5th Revised Sheet No. 9

{var id=SYSTEMDATE}

N

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

T
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Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}

T

Dear {var id=CUSTNAME},

T

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. If this has already been paid, please disregard this notice.

T
T

To avoid further action, please pay the above amount in addition to a \${var id=AMOUNT2} service charge or your service may be discontinued within seven (7) days of this letter.

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Please remit your payment of cash, money order, or cashier's check to one of our convenient walk-in offices; hours may vary. For more information, or if you would like to make a payment using your debit or credit card, go to NorthWesternEnergy.com for more information.

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

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Sincerely,

NorthWestern Energy
Customer Care
Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIOUX FALLS Original Sheet No. 34
SOUTH DAKOTA

{var id=SYSTEMDATE} N

{var id=CUSTNAME} N
{var id=ACCTADDR 1} N
{var id=ACCTADDR2} N
{var id=ACCTADDR3} N
{var id=ACCTADDR4} N

Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT} N

Dear{var id=CUSTNAME}, N

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. Your account has been removed from the EZ Pay Program due to non-sufficient funds history. N
N
N

To avoid services from being discontinued within 5 business days of this letter, please pay the above amount with an additional \${var id=AMOUNT2} service charge in the form of cash, money order, or cashier's check at one of our convenient walk-in offices; hours may vary. For more information, or if you would like to make a payment using your debit or credit card, go to NorthWesternEnergy.com. N
N
N
N
N

Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months. N
N

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977. N

Sincerely, N

NorthWestern Energy N
Customer Care Department N

SOUTH DAKOTA GAS RATE SCHEDULE

| | |
|---|---|
| NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY | Section No. 5 |
| SIOUX FALLS | 5th Revised Sheet No. 4 |
| SOUTH DAKOTA | Canceling 4th Revised Sheet No. 4 |

GENERAL TERMS AND CONDITIONS

TERMS OF PAYMENT

Bills are due and payable upon receipt and will be delinquent if not paid by the 20th day after billing. A late payment charge of 1% of the unpaid balance plus a collection fee of \$2.00 will be assessed against any delinquent account having an unpaid balance of \$5.00 or more at the time of processing of the next monthly bill. Where a customer has been disconnected for non-payment of a bill, a reconnection charge will be assessed in accordance with the Company's concurrent connection policy. There shall be a charge of \$15.00 for any check or draft submitted to the Company for payment which is dishonored or returned by the financial institution on which it is drawn.

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DISCONTINUANCE OF SERVICE

In addition to the provisions of ARSD 20:10:20, the company has the right to discontinue service to a customer in the event that an unsafe service condition exists on the Customer's premises, which is likely to cause injury to person or property. The Company will notify the Customer prior to such disconnection, if practical under the circumstances.

RESALE PROHIBITED

All gas purchased under any rate schedule shall not be resold by the purchaser thereof in any manner with the exception of sales of natural gas for motorized transportation at commercial Compressed Natural Gas refueling stations.

PEAK SHAVING GAS SUPPLIES

The Company may supply gas from any stand-by equipment provided that the gas so supplied shall be reasonably equivalent to the natural gas normally supplied hereunder.

AGENTS CANNOT MODIFY AGREEMENT

No agent has power to amend, modify, alter or waive any of these Terms and Conditions, or to bind the Company by making any promise or representation not contained herein. However, the Company will continue its policy of attempting to accommodate customers and customer problems wherever possible.

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NG16-005

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