

**SAMPLE FORMS**  
**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
**SOUTH DAKOTA**

Section No. 6  
 Sheet No. 1  
 Canceling 9th Revised Sheet No. 1

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

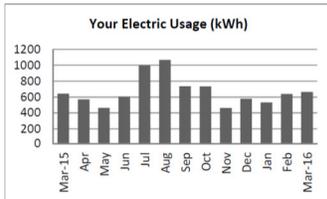
Page 1



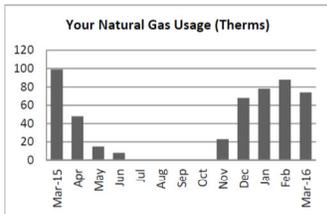
**CUSTOMER:** JOHN SMITH  
**ACCOUNT NUMBER:** 1234567-9  
**ACCOUNT DESCRIPTION:**  
**BILLING DATE:** March 10, 2016

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. 000000000000 000000015044 000000015044

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

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**Date Filed:** April 20, 2016  
**EL16-016**

**Effective Date:** July 5, 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 Sheet No. 3  
~~Canceling 7th Revised~~ Sheet No. 3

{var id=NOTICEDATE}

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

DISCONNECT NOTICE 1

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

Service Address: {var id=SVCADDR}

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Meter Number: {var id=METER}

Dear {var id=CUSTNAME},

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

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

Please disregard this notice if payment has been made.

~~We may be able to work out a reasonable payment plan for you. Please call our Contact Center at 800-245-6977. Customer Service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.~~

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Unless payment of \${var id=PASTDUEAMT} is received prior to {var id=DATE1}, service will be disconnected. Once service is disconnected, ~~payment of the utility bill and any applicable reconnection fee in addition to payment of the utility bill, a reconnection fee of \$60.00 plus tax (\$75.00 plus tax after business hours)~~ will be required before service is restored.

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Reconnection fees:

Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours

Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

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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.

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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.

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.

If you have any questions, to make payment (fees may apply) or discuss possible payment arrangements please call us at 800-245-6977 Monday-Friday, 7 a.m. - 6 p.m. (local time).

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Or you can stop by one of our convenient walk-in offices. Please visit ~~hours may vary;~~ go to [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your areamore information.

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Sincerely,

NorthWestern Energy  
Customer Care Department

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**Date Filed:** April 20, 2016  
**EL16-016**

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**Effective Date:** July 5, 2016  
**Issued by:** Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 5th Revised Sheet No. 7
SOUTH DAKOTA Canceling 4th Revised Sheet No. 7

{var id=SYSTEMDATE}

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

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

Total Owed: \${var id=ARBALANCE}

Service Address: {var id=SVCADDR}

Notice of Intent to Disconnect Service Due to Broken Payment Arrangement

Dear {var id=CUSTNAME},

According to our records, a payment arrangement for utility charges was entered on this account on the above account, an arrangement for payment of past due utility charges has been made. Unfortunately, that arrangement has defaulted and the account is now subject to disconnect.

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Please contact us regarding your account prior to {var id=DATE1}, to ensure service is not disconnected. Once service is disconnected, payment of the utility bill plus applicable reconnect fees will be required before utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.

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Reconnection fees:

SD Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours
SD Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours
NE Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours
in addition to payment of the utility bill, a reconnection fee will be assessed for customers in the State of South Dakota and Nebraska (\$60.00 plus tax during business hours or \$75.00 plus tax after business hours) before your utility service is restored. A deposit of one-sixth the estimated annual billing may also be charged.

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

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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; hours may vary; go to Visit NorthWesternEnergy.com for office hours in your areamore information.

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Sincerely,

NorthWestern Energy
Customer Care Department

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**EL16-016**

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**Issued by:** Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 7th Revised Sheet No. 9  
SOUTH DAKOTA Canceling 6th Revised Sheet No. 9

{var id=SYSTEMDATE}

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

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

Dear {var id=CUSTNAME},

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.

~~Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. To avoid further action, please pay the above amount along with an additional in addition to a \$~~  
~~id=Amount2}30.00 service charge to avoid further action. 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 at one of our convenient walk-in~~  
~~offices; hours may vary (visit NorthWesternEnergy.com for office hours in your area). For more~~  
~~information or if you would like to~~ You may also make a payment using your ~~credit/debit or ATM~~debit or  
~~credit~~ card (additional fees will apply) by calling 877-361-4927, ~~go to or~~ online at ~~NorthWesternEnergy.com-~~  
~~for more information.~~

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If you have any questions, please call us Monday - Friday, 7:00 a.m. - 6:00 p.m. at 800-245-6977.

Sincerely,

NorthWestern Energy  
Customer Care Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 3rd Revised Sheet No. 11  
SOUTH DAKOTA Cancelling 2nd Revised Sheet No. 11

{var id=SYSTEMDATE}

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{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}

Dear {var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account.

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Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. ~~To avoid further action, please pay the above amount with certified funds along with an additional \${var id=AMOUNT2} service charge to avoid further action. or your service may be discontinued within 5 business days of this letter.~~

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Please remit your payment of cash, money order, or cashier's check ~~at~~ one of our convenient walk-in offices; (visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area) ~~hours may vary. For more information, or if you would like to~~ You may also make a payment using your debit or credit/debit or ATM card (additional fees will apply) by calling 877-361-4927 or online at ~~go to~~ [NorthWesternEnergy.com](http://NorthWesternEnergy.com).

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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.

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If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977. Because of receiving non-sufficient funds from your bank, payments must be paid with certified funds. NorthWestern Energy will return any payments that are not made by cash, money order, or credit card.

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~~If you have any questions, please call our Contact Center as follows:~~

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

~~Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.~~

Sincerely,

NorthWestern Energy  
Customer Care Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 1st Revised Sheet No. 34
SOUTH DAKOTA Original Sheet No. 34

{var id=SYSTEMDATE}

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

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

Dear{var id=CUSTNAME},

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.

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Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. 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 (visit NorthWesternEnergy.com for office hours in your area) hours may vary. For more information or if you would like to You may also make a payment using your debit or credit/debit or ATM card (additional fees will apply) by calling 877-361-4927 or online at go to NorthWesternEnergy.com.

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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.

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If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977. We need to inform you that NorthWestern Energy has received multiple return payments due to non-sufficient funds. For this reason, we have removed your account from our EZ Pay Program. Please note future payments will need to be made with certified funds, cash, money order, or credit card.

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If you have any questions, please call our Contact Center as follows:

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

Customer service representatives are available Monday-Friday, 7:00 a.m.-6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

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