

**SOUTH DAKOTA ELECTRIC RATE SCHEDULE**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 1**  
**SIoux FALLS 12th Revised Sheet No. 2**  
**SOUTH DAKOTA Canceling 11th Revised Sheet No. 2**

TABLE OF CONTENTS  
(Continued)

<u>Section</u>	<u>Item</u>	<u>Sheet No.</u>	
4	Summary List of Contracts with Deviations .....	1	
5	General Terms and Conditions .....	1, 1a, 2-13	
6	Sample Forms		
	Bill Form.....	1	
	Bill Form (reverse side).....	1.1	
	Letter of Old Account Number.....	2	
	Notice of Disconnection .....	3	
	Return Check Letter.....	4	
	Letter of Balance Owing.....	5	
	Return Check Letter.....	6	
	Broken Arrangement Notice .....	7	
	Unpaid Balance Transfer .....	8	
	NSF Letter .....	9	
	Application for Service (Residential) Page 1 .....	10	
	Application for Service (Residential) Page 2.....	10.1	
	Non-Sufficient Funds Payment Method.....	11	
	Change to Account Letter .....	12	
	Contact Move in Process .....	13	
	Expiration of Guarantor.....	14	
	Contact – Customer Information Verification .....	15	
	Notification to Guarantor .....	16	
	Amount of Transfer to Guarantor.....	17	
	Letter of Credit.....	18	
	Letter of Dispute.....	19	
	Dispute Questionnaire.....	19.1	
	S. D. Customer Information Booklet.....	20	
	Incorrect Rate .....	21	
	Bankruptcy Letter.....	22	
	Budget Payment Plan Letter- <del>Past Due</del> .....	23	T
	Deposit Letter.....	24	
	Budget Bill Annual Review .....	25	
	Removal from Budget Billing .....	26	
	Budget Billing <del>Welcome Letter</del> <del>Enrollment Transfer of Unpaid Balance</del> 27	27	T
	Budget Billing <del>ing</del> Quality Review <del>Notice of Bankruptcy Petition</del> 28	28	T
	Closing Bill Final Notice .....	29	
	Closing Bill Reminder.....	30	
	Notice to Landlord.....	31	
	Notice of Termination.....	32	
	Notice of Establishment of Satisfactory Credit.....	33	

(Continued)

Date Filed: July 28, 2016

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

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 4th Revised Sheet No. 23  
SOUTH DAKOTA Canceling 3rd Revised Sheet No. 23

DATE{var id=SYSTEMDATE}

T

{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},

Our records indicate you are enrolled in NorthWestern Energy's Budget Billing Program. This program is a convenient way of paying the same amount each month. The review of your account shows that payment is past due. If the past due amount is not received within 10 days from the date of this letter, the account will be removed from the program prior to your next billing. If the account is removed from the program the account balance will be applied to your next billing statement~~billed in full~~. To be eligible for re-enrollment in the Budget Billing Program the total account balance would need to be resolved.

T

T

T

NorthWestern Energy's Budget Billing Program makes paying your monthly utility bill easy. To make this process easier, we offer NorthWestern Energy's EZ Pay Program. With NorthWestern Energy's EZ Pay Program, your utility bill is automatically withdrawn from your bank account on the day of your choice.

If you have any questions or would like to make payment, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time)~~our Contact Center as follows:~~

T

T

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. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.~~Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.~~

T

T

T

Sincerely,

NorthWestern Energy  
Customer Care Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 1st Revised Sheet No. 25
SOUTH DAKOTA Canceling Original Sheet No. 25

{var id=SYSTEMDATE}

N

{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}

RE: Budget Bill Annual Review

After an annual review of your As a valued participant in our Budget Billing Program amount, we have adjusted want you to be aware of an upcoming change to your monthly amount to payment. Beginning with your next billing statement, your new Budget Billing amount will be \$ {var id=BUDGETAMT} beginning with your next bill.

T
T
T
T

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \$ {var id=ARBALANCE} by 12 and added it to your base Budget Bill amount to arrive at the new monthly amount. You may make an additional payment to decrease your actual balance owing to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you. This amount was calculated based upon the past 12 months of usage history and the rates currently in effect, adding in any overpayment or underpayment balance. This amount is then divided into 12 equal payments.

T
T
T
T
T
T
D
D
D

The change in your monthly payment amount may be the result of changing costs of electricity or natural gas supply or significant changes in your usage pattern in your home or business.

T
T

If you have any questions or would like to make an additional payment, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time): our Contact Center as follows:

T
T

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. Visit NorthWesternEnergy.com for office hours in your area. Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

T
D
D

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: July 28, 2016
EL16-

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

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 1st Revised Sheet No. 26  
SOUTH DAKOTA Canceling Original Sheet No. 26

{var id=SYSTEMDATE}

N

{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}

You are currently enrolled in our Budget Billing program. Because you have a large credit balance on your account, our program can no longer calculate an accurate Budget Billing amount ~~for your premise.~~

D

Your account has been ~~removed~~deleted from our Budget Billing program. ~~Please let us know if you would like to re-enroll after the credit balance has been used.~~If you would like to re-enroll in our Budget Billing program, please contact us and we can review your account with you.

T  
T  
T

If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time)~~our Contact Center as follows:~~

T  
T

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. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area. ~~Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.~~

T  
T  
T

Sincerely,

NorthWestern Energy  
Customer Care Department

SAMPLE FORMS

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

Section No. 6  
1st Revised Sheet No. 27  
Canceling Original Sheet No. 27

{var id=SYSTEMDATE}

N

{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}

RE: Budget Billing Welcome Letter~~Enrollment~~

T

Thank you for ~~participating in NorthWestern Energy's enrolling in our~~ Budget Billing Program. By enrolling in this program, you level out the seasonal highs and lows of your utility bill by dividing your energy use into equal monthly payments. We have calculated that your monthly budget bill amount will be \${var id=BUDGETAMT}, and will begin with your next bill. your monthly utility bill will be nearly the same each month. We average your yearly energy costs so you gain the convenience of knowing how much your monthly payment will be, regardless of the weather.

T  
T  
T  
T  
D  
D

As a Budget Billing customer, your monthly statements will include a summary of current charges, current account balance and current Budget Bill amount due. Budget Billing plans are reviewed throughout the year. If your energy use goes up or down compared to last year or energy prices change, it may be necessary to adjust your Budget Billing amount accordingly. We will notify you prior to any changes becoming effective. If you have any questions about the balances of your account, please contact us and we can review your account with you.

T  
T  
T  
T  
T

Please note your continued participation in the program requires we receive your Budget Bill payment by the due date each month. If you decide to discontinue participation in the program or close your account, the actual account balance will be applied to your next billing statement. Beginning with your next bill, your Budget Billing amount will be {var id=BUDGETAMT}. Your Budget Billing amount is calculated using the past 12 months of usage history at the current electric and/or gas rates in effect. This amount is then divided into 12 equal payments.

T  
T  
T  
D  
D  
D

~~Your account will be reviewed on a periodic basis, and the monthly budget bill amount will be adjusted if considered necessary. If the amount does change, you will receive a notice from us. This will give you time to plan your budget accordingly.~~

D  
D  
D

~~Budget Billing payments should be received by the due date each month to avoid being removed from the program.~~

D  
D

If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time)~~our Contact Center as follows:~~

T  
T

South Dakota and Nebraska: 800-245-6977

~~Or you can stop by one of our convenient walk-in offices. Visit [NorthWestern Energy.com](http://NorthWesternEnergy.com) for office hours in your area. Customer service representatives are available Monday-Friday, 7:00 a.m. – 6:00 p.m.~~

T  
T

-Sincerely,

NorthWestern Energy  
Customer Care Department

**Date Filed: July 28, 2016**

**Effective Date: September 1, 2016**

EL16-

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

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIoux FALLS 1st Revised Sheet No. 28
SOUTH DAKOTA Canceling Original Sheet No. 28

{var id=SYSTEMDATE}

N

{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}

RE: Budget Bill Quality Review

After a review of your As a valued participant in our Budget Billing accountProgram, we have adjusted your monthly amount to want you to be aware of an upcoming change to your monthly budget amount. Beginning with your next billing statement, your new Budget Billing amount will be \${var id=BUDGETAMT} beginning with your next bill.

T
TD
D
T

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added it to your base Budget Bill amount to arrive at the new monthly amount. You may make an additional payment to decrease your actual balance owing to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you. Your account is reviewed periodically to ensure your current budget billing amount reflects an accurate average of your account activity. Changes to your monthly budget amount were calculated by reviewing your energy use of the past year applying this energy use to the current cost of service, and factoring in any remaining account balance. This amount is then divided into equal payments over the next 12 month period. The change in your monthly payment amount may be the result of changing costs of electricity or natural gas supply or significant changes in your usage pattern in your home or business.

T
T
T
T
T
TD
D
D
D
D
D

If your monthly Budget Bill amount is higher due to the remaining account balance and you would prefer to lower your monthly budget amount, please contact NorthWestern Energy to review your options.

D
D

If you have any questions or would like to make an additional comment, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time)our Contact Center as follows:

T
T

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. Visit NorthWesternEnergy.com for office hours in your area. Customer service representatives are available Monday-Friday, 7:00 a.m.—6:00 p.m.

T
T
T

Sincerely,

NorthWestern Energy
Customer Care Department

**Date Filed: July 28, 2016**  
EL16-

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