



March 25, 2019

Ms. Patricia Van Gerpen
South Dakota Public Utilities Commission
500 E Capitol
Pierre, SD

RE: NG-___ - Proposed changes to Electric Tariff Section 6 Forms

Dear Ms. Van Gerpen:

With this letter, NorthWestern Corporation, doing business as NorthWestern Energy (“NorthWestern”) is filing with the South Dakota Public Utilities Commission (the “Commission”) proposed revisions to its Electric Tariff. NorthWestern respectfully requests Commission approval of these proposed revisions.

1. The documents submitted with this filing include:

- The current tariff with redline deletions
- The proposed revised tariff schedules in final form
 - Section 1, 14th Revised Sheet No. 2
 - Section 1, 2nd Revised Sheet No. 3
 - Section 6, 7th Revised Sheet No. 2
 - Section 6, 9th Revised Sheet No. 3
 - Section 6, Original Sheet No. 3.1
 - Section 6, 6th Revised Sheet No. 4
 - Section 6, 5th Revised Sheet No. 5
 - Section 6, Original Sheet No. 5.1
 - Section 6, 5th Revised Sheet No. 6
 - Section 6, 6th Revised Sheet No. 7
 - Section 6, 5th Revised Sheet No. 8
 - Section 6, 8th Revised Sheet No. 9
 - Section 6, Original Sheet No. 9.1
 - Section 6, Original Sheet No. 9.2
 - Section 6, Original Sheet No. 9.3
 - Section 6, Original Sheet No. 9.4
 - Section 6, 5th Revised Sheet No. 10
 - Section 6, Original Sheet No. 10.1
 - Section 6, 4th Revised Sheet No. 11
 - Section 6, 4th Revised Sheet No. 12
 - Section 6, 1st Revised Sheet No. 12.1
 - Section 6, Original Sheet No. 12.2
 - Section 6, Sheets 13 – 60 all revised to sheet left blank intentionally



A pdf file containing the revised New Customer Handbook
A pdf file containing the new Customer Service Guide.

2. The proposed effective date for the tariff revisions is May 1, 2019.
3. Brief description of the tariff changes:

Through the years, NorthWestern has incorporated a total of 60 letters and forms within its Section 6 tariff. The ongoing maintenance of such a large number of forms has proven increasingly burdensome. The practice of filing with the Commission nearly every potential communication between NorthWestern and its customers is also inconsistent with prevailing utility practice in South Dakota. After discussion with Commission Staff, NorthWestern decided to reevaluate all existing forms considered a part of tariff schedules. The purpose of this filing is to remove unnecessary forms from NorthWestern's tariff.

South Dakota Administrative Rule 20:10:13:12 requires utilities to include standard delivery service forms within tariff schedules. SD AR 20:10:13:12 specifically references the obligation to file: (i) service applications; (ii) bills; (iii) contracts; (iv) delinquency and disconnect notices; (v) deposit receipts; and (vi) similar forms, but is not written as a comprehensive list of forms to maintain within tariff. NorthWestern is requesting approval to remove existing forms that fall outside of the scope of the types referenced in the applicable rule.

In light of the substantial change to the Section 6 forms tariff, the changes are best illustrated by submitting two versions of the proposed tariff revisions. The first document titled "Tariff Electric Forms Redline Deletions" shows the original tariff with proposed deletions. The second document titled "Tariff Electric Forms" shows the new proposed tariff with all changes made. A description of each new tariff page follows. Each will describe the sheet number of where the document previously resided if an existing tariff sheet was moved to a new location. New forms will also be described as needed.

Section 1, Sheets 2 and 3


An update to the index pages is required to reflect the changes in Section 6 of the tariff.

Section 6, Sheet 2

Sheet 2 is the disconnect notice that was previously listed on sheet 3 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 3

Sheet 3 contains the web address of the Customer Service Guide and New Customer Handbook. The New Customer Handbook has been updated to reflect current information and process. This information was previously located beginning on page 20 of the section 6 tariff.



The Customer Service Guide is a new document that contains construction guidelines for electric and natural gas services. The guide contains contact information for the construction departments, service location guidelines, customer trenching guidelines, electric clearances, tree planting, etc.

The customer service guide and new customer handbook will not be displayed in detail in the forms pages but can be referenced online. A pdf of each is included in this filing.

Section 6, Sheet 3.1

Sheet 3.1 is the construction application form. This is a revised form that a new customer will fill out to begin the process for a new service. This form is reflective of sheet 10 of the prior tariff. After receiving the form, NorthWestern will visit the service location and prepare construction estimates for the customer. The customer will then be given the construction agreement contained in sheets 9 – 9.4 to contract for the service, including any applicable construction contributions.

Section 6, Sheet 4

Sheet 4 is the Guarantor of Service form that was previously listed on sheet 15 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 5

Sheet 5 is the Customer Dispute Letter that was previously listed on sheet 19 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 5.1

Sheet 5.1 is the Customer Dispute Form questionnaire that was previously listed on sheet 19.1 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 6

Sheet 6 is the letter to Add Co-Responsible Party that was previously listed on sheet 51 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 7


Sheet 6 is the One Time Release form that was previously listed on sheet 52 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 8

Sheet 6 is the Letter of Authorization that was previously listed on sheet 53 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 9 – 9.4

Sheets 9 – 9.4 contain the new Utility Construction Agreement. Part of this information was previously contained in sheet 10. This is the second step of the process described under sheet 3.1 above. The Utility Construction Agreement is the final step of the customer and NorthWestern agreeing to the terms of the installation of a new utility



service. This agreement provides a greater detailed agreement than what was included in the previous tariff.

Section 6, Sheet 10

Sheet 10 is the EZ Pay Letter for a customer interested in signing up for the program under the agreement on sheet 10.1. This letter was previously listed on sheet 35 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 10.1

Sheet 10.1 is the EZ Pay Form agreement for a customer to initiate EZ pay. This form was previously listed on sheet 36 of the prior forms tariff. There are no updates to the tariff page.

Section 6, Sheet 11

Sheet 11 was not included in the previous forms tariff. This agreement allows the utility to notify another party when an account receives notification of termination of services.

Section 6, Sheets 12 – 12.2

Sheets 12 – 12.2 contain the Continuous Service Agreement for landlords. This information was previously contained in sheets 58 – 60 of the tariff. There are no updates to the tariff page.

4. Reasons for the proposed tariff changes:

Reduction of the administrative burden of both NorthWestern and the Commission by eliminating unnecessary letters and forms from the tariff.

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

NorthWestern currently serves approximately 64,000 electric customers. While the changes apply to all customers, there will be no changes in revenue or cost of service due to the proposed tariff revisions.

Sincerely,

Jeff J. Decker

Regulatory Specialist

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