



July 10, 2020

Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
500 E Capitol
Pierre, SD 57501

Dear Patty,

NorthWestern Energy is resuming the process for customer disconnections for nonpayment on July 13, 2020. An actual customer disconnect for nonpayment will not occur until August 24th for a customer billed on July 13th and who goes through the entire 41 day process until disconnection. Included with this letter is the bill insert NorthWestern will use beginning on July 13th to notify customers that we are resuming disconnections for nonpayment. Also included is a letter that will be sent on Day 32 of the disconnection process to encourage customers to contact us to make payment arrangements if our previous attempts to contact them have been unsuccessful. For the time being, NorthWestern will continue to waive late payment fees as we work with our customers to help them get current with their utility payments. We are also allowing up to nine months for customers who wish to make monthly payments to satisfy their amount due.

Representatives of NorthWestern met with Staff on July 9th to discuss our process for resuming customer disconnections for nonpayment. A copy of the PowerPoint presentation we provided staff explaining our process resume disconnecting customers for nonpayment is included with this letter. Information about customer accounts in the arrears since March is also provided in the presentation.

Please let me know if you have any questions or need additional information.

Sincerely,

Pamela A. Bonrud

Director-Government and Regulatory Affairs

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