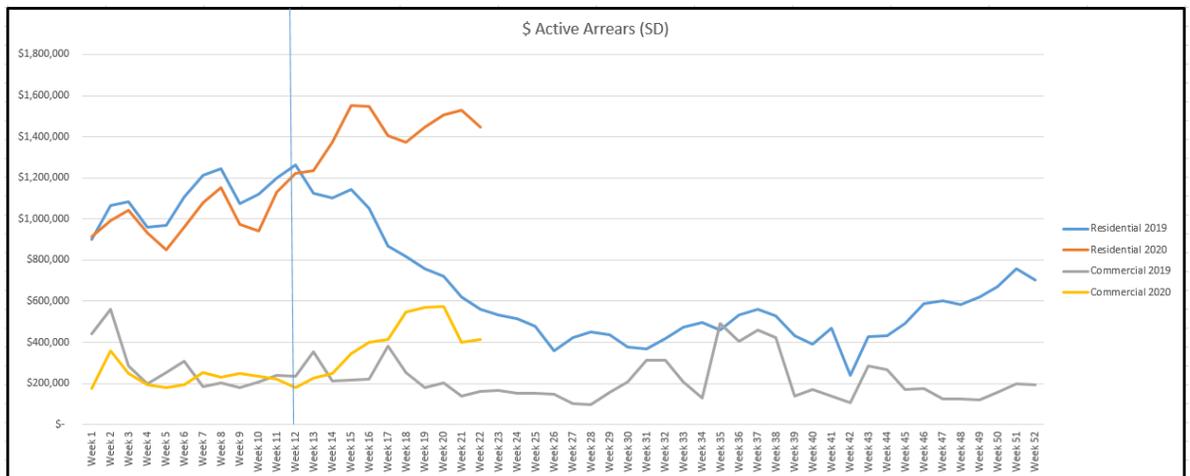


Docket Number: GE20-002
Subject Matter: Second Data Request
Request to: NorthWestern Energy (NWE or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: June 2, 2020
Responses Due: June 16, 2020

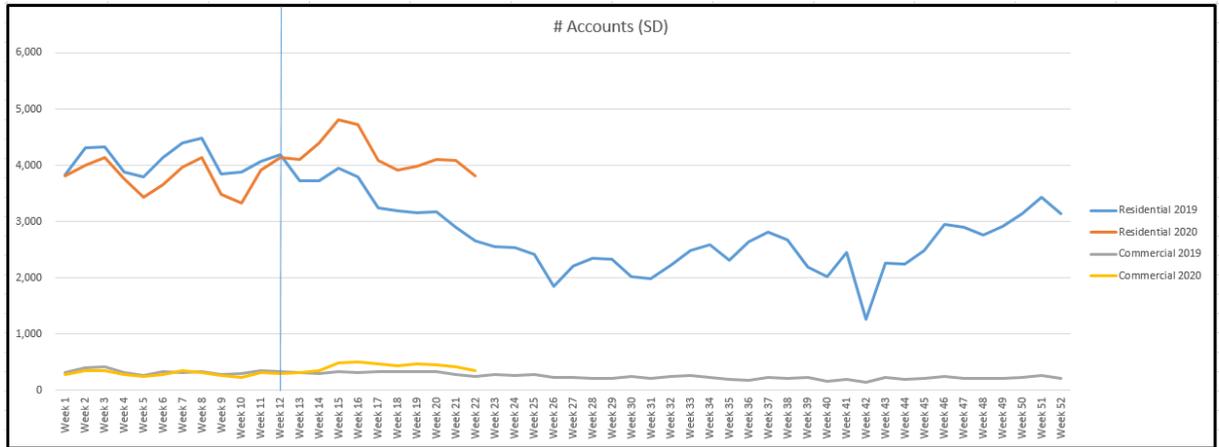
- 2-2. Regarding the Company’s moratorium on disconnections, provide the following:
- The number of disconnections that have been suspended since the moratorium began. As of 6/8/2020, approximately 2,700 accounts were eligible for disconnect based on arrears of \$100 or more and that were 60 days or older. An average of 1,175 disconnects (including non-residential accounts) occurred during the period of March through May in years 2017, 2018 and 2019. There was a total of 122 services disconnected for this same period in 2020 (all of these disconnects occurred in early March prior to implementing the moratorium on disconnects). Relating this to the prior three year average, NorthWestern estimates that there are approximately 1,000 disconnects that have been suspended.
 - The amount of lost disconnection fee revenue since the moratorium began. Based on averages for years of 2017, 2018 and 2019, during the period of March 1 through May 31 for these years, there was on average \$35,647 billed for reconnection fees. For the period of March 1 to May 31 in 2020, there was a total of \$14,093 billed for reconnection fees for a difference of approximately \$21,500 in lost reconnection fee revenue.
 - The increase in accounts receivable attributable to the customers that did not get disconnected due to the moratorium.

Unable to provide an exact figure as there are also customers that normally would pay and not be in a disconnect situation due to an inability to pay being figured into the arrears. The following charts help depict a comparison to the same period last year for dollars and number of accounts. The period when Northwestern implemented the voluntary disconnect moratorium is indicated by the vertical marker.



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2.2 NWE response continued.....



- d. How many customers have set up payment plans to pay their bills since the moratorium began?
 A total of 200 payment arrangements have been set up from March through May, 2020. This is down compared to an average of over 1,100 for years of 2017, 2018 and 2019. This could be impacted by no service disconnect or customers agreeing to payment arrangements as they are unsure when funds will be received (i.e. stimulus, unemployment, etc.).
- e. How many customers have declined payment plans since the moratorium began?
 Unable to answer as we do not have a mechanism in our system to track this.
- f. Confirm that if the deferred accounting treatment and regulatory asset are approved, the Company will continue to provide updates to the information provided in parts a through e on a quarterly basis.
 NorthWestern agrees to provide quarterly updates to the information provided in subparts a through e of 2-2 above. Please note that we will not be able to provide updates for 2-2(e) as we are not able to collect that information.