

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

- 2-3. Explain any new and creative billing and collection procedures the Company has begun to employ during this moratorium period to keep nonpayment to a minimum.

NorthWestern has always offered short-term payment extensions to assist customers in managing their balances. We have expanded our payment extensions up to 12 months. We are proactively contacting customers to offer account counseling. During these calls we engage with the customer to determine what their current financial state is, answer any questions they have on their bill, offer information on available payment assistance, and offer ways to conserve energy. If the proactive call is not successful, we are following up with a handwritten postcard encouraging the customer to contact us.