

**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

- 2-6. Refer to the Company's response to DR 1-8. When communicating with customers regarding their balances, confirm that the Company has continued to encourage customers to stay current on their utility bills or, if necessary, set up payment plans during the disconnection moratorium, and that service representatives have not discouraged customers from staying current on payments or setting up payment plans. What steps does NorthWestern take to ensure customers understand their past due bills will be due at the end of the disconnection moratorium? When NorthWestern Energy suspended disconnections we continued to send disconnect notices to customers; however, our messaging was modified to address the suspension of disconnects. In lieu of the disconnect notice, we are currently sending a letter that includes the customer's account balance, and encouraging the customer to contact us for payment arrangements and assistance. In the letter, NorthWestern also advises the customer that they will continue to be billed regularly and are urged to contact us for payment assistance. We further state that customers remain responsible for payment of their utility bills. If the customer is delinquent, they will receive this updated letter, including their account balance, approximately every 30 days until the balance becomes current or is resolved.