

Docket Number: GE20-002
Subject Matter: Third Data Request
Request to: NorthWestern Energy (NWE or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: July 13, 2020
Responses Due: July 20, 2020

- 3-4. What percentage of the outstanding balances at the time of disconnection does the Company historically have to write off to bad debt? What percentage of the outstanding balances at the end of the disconnection moratorium does the Company expect to eventually get written off to bad debt?

The average of accounts that did not resolve and restore service after disconnection for non-payment for the years of 2017 – 2019 is approximately 27%. A portion of these accounts may have been resolved before actually being charged off to bad debt. It is unknown what percentage of accounts would get charged off to bad debt if disconnected at the end of the disconnect moratorium; however, it is expected that it would be higher than previous years given the larger balances that have accumulated making it harder for customers to resolve in order to maintain or restore services.