

**SOUTH DAKOTA GAS RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 1</b>
<b>SIOUX FALLS</b>	<b>12th Revised</b>
<b>SOUTH DAKOTA</b>	<b>Canceling 11th Revised</b>
	<b>Sheet No. 2</b>
	<b>Sheet No. 2</b>

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**SOUTH DAKOTA GAS RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 1</b>
<b>SIOUX FALLS</b>	<b>1st Revised</b>
<b>SOUTH DAKOTA</b>	<b>Sheet No. 3</b>
	<b>Cancelling Original</b>
	<b>Sheet No. 3</b>

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SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN CORPORATION d/b/a NorthWestern Energy  
HURON  
SOUTH DAKOTA

Section No. 3  
2nd Revised Sheet No. 1.1  
Canceling 1st Revised Sheet No. 1.1

~~CLASS OF SERVICE: NNG Farm Tap Customers~~ ~~Rate No. 81M~~  
~~RATE DESIGNATION: Firm Sales~~

~~1. Applicability~~

~~This rate is available to the NNG, former MERC contracted, Farm Tap Customers.~~

~~2. Territory~~

~~The area served with natural gas by the Company in South Dakota.~~

~~3. Rates~~

~~Monthly Charges:~~

~~Customer Charge per Meter: \$ 6.00~~

~~Non-Gas Commodity Charge:~~

~~All Therms, per therm \$ 0.21005~~

~~Minimum Monthly Bill: \$ 6.00~~

~~Adjustment Clauses:~~

~~Adjustment Clause shall apply. (Sheet Nos. 9, 9a, 9b)~~

~~b. BTU Adjustment Clause shall apply. (Sheet Nos. 12, 12a)~~

~~4. Other Provisions~~

~~Service will be furnished under the Company's General Terms and Conditions.~~

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Date Filed: January 18, 2011 Effective Date: for service rendered on and after April 1, 2011

Issued By: Jeff J. Decker  
Rates Analyst

**SOUTH DAKOTA GAS RATE SCHEDULE**

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY HURON SOUTH DAKOTA	10 <sup>th</sup> Revised <hr style="width: 100%;"/> Canceling 9 <sup>th</sup> Revised	Section No. 3 Sheet No. <u>3.1</u> Sheet No. <u>3.1</u>
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**CLASS OF SERVICE: Commercial and Industrial** **Rate No. 84**  
**RATE DESIGNATION: Firm Sales Service**

**1. Applicability**

This rate is available for firm gas volumes, ~~on a contract basis~~, to commercial and industrial customers whose maximum requirements for natural gas are greater than 200 therms per day, and who may also require volumes of interruptible gas in excess of firm demand volumes ~~for which they have contracted~~. If no historical peak day usage is available, the name plate input ratings of all gas burning equipment shall be used to determine a customer’s maximum requirement.

**2. Territory**

The area served with natural gas by the Company in South Dakota.

**3. Rates**

Customer may choose the rate option, and level of daily contract demand (never less than 50 therms), which best fits the customer’s needs.

<u>Monthly Charges:</u>	<u>Option A</u>	<u>Option B</u>	
<i>Customer Charge</i> per Meter:	\$ 100.00	\$300.00	I
<i>Non-Gas Commodity Charge</i> , all use, per therm:	\$0.0662	\$0.0335	I
<i>Demand Charge</i> per therm of daily <del>contract-firm</del> demand as shown on Sheet 9a.			

Gas Demand Payment Elections

- A. Annually - in advance, with 5% discount
- B. Seasonally profiled
 

January & February	20% of annual charge per month
March & December	15% of annual charge per month
April & November	10% of annual charge per month
May & October	5% of annual charge per month
June through September	0% of annual charge per month
- C. Monthly - 12 equal billings

In the absence of an appropriate election by customer Election “C” will be automatically assigned. Unless otherwise mutually agreed upon between the Company and customer all elections must be for a minimum period of twelve consecutive months.

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<b>Date Filed:</b> <u>May 20, 2011</u>		<b>Service on and after</b>
		<b>Effective Date:</b> <u>December 1, 2011</u>
<u>Jeff J. Decker</u> Issued By: Specialist Regulatory		

**SOUTH DAKOTA GAS RATE SCHEDULE**

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY SIOUX FALLS SOUTH DAKOTA	<u>7th Revised</u> Canceling <u>6th Revised</u>	Section No. 3 Sheet No. <u>3.2</u> Sheet No. <u>3.2</u>
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**CLASS OF SERVICE: Commercial and Industrial** **Rate No. 84**  
**RATE DESIGNATION: Firm Sales Service**

(Con't.)

Released Capacity and Balancing Services Surcharge:

For all therms taken during a month in excess of the product of the daily ~~contract~~firm demand times the number of days in the billing period an additional \$0.0170 per therm shall be assessed and added to the Gas Commodity Charge shown on Sheet No. 9a. Costs collected will be credited to expense in Adjustment Clause filings.

Minimum Monthly Bill:

The Customer Charge plus the amount for therms of ~~contract~~firm demand (never less than 50 therms).

Adjustment Clauses:

- a. Adjustment Clause shall apply. (Sheet Nos. 9, 9.1, 9a, 9b)
- b. Tax Adjustment Clause shall apply. (Sheet No. 10)
- c. BTU Adjustment Clause shall apply. (Sheet Nos. 12, 12a)

**D**

**4. Penalty Provision**

If customer fails to comply with Company's request to curtail or in any way fails to limit the use of gas to the volume of Contract Demand specified in the contract, then all unauthorized gas in excess of Contract Demand so used shall be "Penalty Gas" and be paid by the Customer at a rate which is the greater of \$3.00 per therm or the maximum penalty charges permitted to be made by the Company's upstream service providers for takes of natural gas in excess of authorized limitations, in addition to the regular Commodity Charge for such gas. All costs collected will be credited to expense in Adjustment Clause filings.

**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA**

**Section No. 3  
Sheet No. 3.3  
Canceling 2nd Revised 3rd Revised Sheet No. 3.3**

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**CLASS OF SERVICE: Commercial and Industrial** **Rate No. 84**  
**RATE DESIGNATION: Firm Sales Service**

**(Con't.)**

**5. Surcharge Provision**

During curtailment of service upstream service providers may have available to the Company gas under a different and higher-priced rate than the cost of gas on which this rate is based. In addition, the Company may have propane peak shaving gas available. The surcharge rate per therm for propane peak shaving will be based on beginning of month average propane inventory cost in South Dakota. Should such higher-priced gas be available, the Company may offer it to customers served by this rate schedule with an appropriate surcharge to recover the Company's additional costs in lieu of curtailing service under this rate schedule. All surcharge gas charges collected will be in addition to the regular Commodity Charge for such gas. Costs collected will be credited to expense in Adjustment Clause filings.

**6. Procedure for Curtailment of Service**

Service, other than firm service, which is rendered under this rate schedule shall be subject to curtailment by the Company in accordance with the priority guidelines set forth in the Company's General Terms and Conditions, Section No. 5, Sheet No. 5.2. The Customer shall, as directed, curtail the use of natural gas in excess of firm contracted volumes upon two (2) hours notice by the Company, unless the notification is waived by the Customer.

**7. Other Provisions**

Service will be furnished under the Company's General Terms and Conditions, as set forth in Section No. 5. Daily firm demand shall be assigned by the Company based on 1) a 24 cold day read or 2) if a 24 hour cold day read is not available, the daily average of the customer's highest usage month, or 3) in the instance of a customer new to the system, the firm demand will be established based on an agreed upon connected load between the Company and the customer, and will be updated with items 1) or 2) as the information becomes available.

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**Date Filed: May 22, 1998**

**Effective Date: August 1, 1998**

**R. F. Levendecker**  
**Issued By: Vice President-Market Development**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
**SOUTH DAKOTA**

**Section No. 6**  
**Sheet No. 1**  
**Canceling 8<sup>th</sup> Revised**

**9<sup>th</sup> Revised**



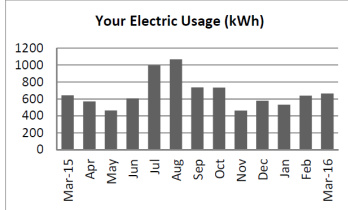
11 E Park St | Butte, MT 59701-1711 | NorthWesternEnergy.com

Page 1

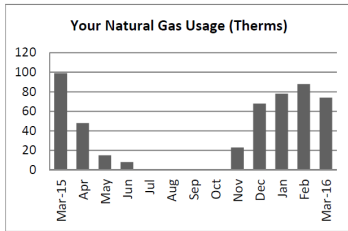
**CUSTOMER:** JOHN SMITH  
**ACCOUNT NUMBER:** 1234567-9  
**ACCOUNT DESCRIPTION:**  
**BILLING DATE:** March 10, 2016

Customer Service: 1-800-245-6977

Service Address: 123 MAIN ST, ABERDEEN SD 57401



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
kWh Used	641.00	637.00	663.00
Avg. kWh per day	22.1	22.0	23.7
Avg. cost per day	\$2.28	\$2.73	\$2.96
Avg. daily temp (°F)	14	19	31



	Mar 2015	Feb 2016	Mar 2016
Days of Service	29	29	28
Therms Used	99.00	88.00	74.00
Avg. Therms per day	3.4	3.0	2.6
Avg. cost per day	\$3.12	\$2.37	\$2.11
Avg. daily temp (°F)	14	19	31

Bank Draft Scheduled on	DUE DATE	TOTAL AMOUNT DUE
March 30, 2016	March 30, 2016	\$ 150.44

ACCOUNT SUMMARY			
Previous Balance			\$ 156.84
Payments Received	1/15/2016	Thank you	\$ (156.84)
Current Charges			\$ 141.92
Tax			\$ 8.52

**Total Amount Due** \$ **150.44**

SUMMARY OF CURRENT CHARGES			
	Utility Service		TOTAL
Electric Service	\$ 82.75	\$	82.75
Natural Gas Service	\$ 59.17	\$	59.17

**Total Current Charges** \$ - \$ **141.92** \$ **141.92**

**BUDGET BILLING INFORMATION**

**BUDGET BILLING - PAY THE SAME AMOUNT EACH MONTH**  
 If you were to go on budget billing next month, your approximate monthly budget billing amount would be \$122.00. Your account must be current and in good standing to qualify for budget billing.

**IMPORTANT ACCOUNT INFORMATION**

\$150.44 will be deducted from your bank account on March 30, 2016

**MESSAGE BOARD**

For questions about your bill or service, call NorthWestern Energy at 800-245-6977 (Monday through Friday, 7 a.m to 6 p.m.) For information or to make payment, visit us at northwesternenergy.com.

Please return this portion of your bill with your payment. 0000000000000 0000000015044 0000000015044

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-8	March 30, 2016	\$ 150.44	

Bank Draft Scheduled on  
March 30, 2016

A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

JOHN SMITH  
 123 MAIN ST  
 ABERDEEN SD 57401-7033

NorthWestern Energy  
 Butte MT 59707-0001

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**Date Filed: April 20, 2016**  
**NG16-005**

**Effective Date: July 5, 2016**  
**Issued by: Jeff Decker, Specialist Regulatory**

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
**SOUTH DAKOTA**

**Section No. 6**  
**8th Revised**  
**Canceling 7th Revised**  
**Sheet No. 1.1**  
**Sheet No. 1.1**



Account Number: 1234567-8  
 Customer Name: JOHN SMITH  
 Service Address: 123 MAIN, ABERDEEN SD 57401

Page 2

NorthWestern Energy: 1-800-245-6997  
 Customer Service: (M-F 7 am - 6 pm)  
 and Emergencies 24 hours a day

**PAY BY PHONE OPTIONS:**

Credit/Debit or ATM Card:  
 1-877-361-4927

Checking, Savings, or Money Market:  
 1-800-218-4959

Customers with unresolved questions or concerns may contact the consumer affairs division of South Dakota Public Utilities Commission at 800-332-1782 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

**Current Rates Effective 2/1/2016**

**ELECTRIC SERVICES**

Service Charge	\$	6.00
Electric Residential 200@	\$	0.0998000
600@	\$	0.0982600
200@	\$	0.0890100
200@	\$	0.0720500
9999999@	\$	0.0365700
Energy Efficiency Program	\$	0.0005000
Elec Fuel Prurchase Power	\$	0.0165400

**NATURAL GAS SERVICES**

Service Charge	\$	8.00
Gas Residential 30@	\$	0.3849000
9999999@	\$	0.1761000
Energy Efficiency Program	\$	(0.0007000)
Pruch Gas Commodity SD 81	\$	0.4346700

**UTILITY SERVICES**

**ELECTRIC SERVICES**

Read Dates			kWh Meter Readings		Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	74350.00	75013.00	Actual	1	663		

Meter Number: 1012534      Rate: 10-Electric Residential Service  
 HOUSE METER

Customer Charge		\$	6.00
Energy Charge	663.0	\$	65.45
Elec Fuel Purchase Power	663.0	\$	10.97
Energy Efficiency Program	663.0	\$	0.33
<b>Electric Delivery Total</b>		\$	<b>82.75</b>

**GAS SERVICES**

Read Dates			Meter Readings		Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
From	To	Days	Previous	Current					
02/02/16	03/01/16	28	3253.00	3325.00	Actual	72	0.9708078	1.056032	74.00

Meter Number: 2012354      Rate: 81-Residential Natural Gas  
 HOUSE METER

Customer Charge		\$	8.00
Energy Charge	74.00	\$	19.25
Purch Gas Commodity SD 81	74.00	\$	31.97
Energy Efficiency Program	74.00	\$	(0.05)
<b>Natural Gas Delivery Total</b>		\$	<b>59.17</b>
<b>TOTAL DELIVERY SERVICES</b>		\$	<b>141.92</b>

**TAXES**

CITY SALES TAX - ABERDEEN		\$	2.84
STATE TAX - SOUTH DAKOTA		\$	5.68
<b>TOTAL DELIVERY SERVICES</b>		\$	<b>8.52</b>

When you provide a check as a payment, you authorize us to either use the information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.



**Date Filed: April 20, 2016**

**Effective Date: July 5, 2016**

**Issued by: Jeff Decker, Specialist Regulatory**



**SOUTH DAKOTA GAS RATE SCHEDULE  
SAMPLE FORMS**

**NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA**

Section No. 6  
5th Revised Sheet No. 2  
Canceling 4th Revised Sheet No. 2

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Levendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6  
SIOUX FALLS 7th Revised Sheet No. 3  
SOUTH DAKOTA Canceling 6th Revised Sheet No. 3

{var id=NOTICEDATE}

{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}

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DISCONNECT NOTICE 1

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Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}  
Service Address: {var id=SVCADDR}  
Meter Number:  
{var id=METER}

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Dear {var id=CUSTNAME},

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Our records indicate your utility account is past due as follows:

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Disconnect Amount \${var id=PASTDUEAMT} Total Amount of Bill \${var id=TOTALAMT}

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Please disregard this notice if payment has been made.

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Unless payment of \${var id=PASTDUEAMT} is received prior to {var id=DATEI}, service will be disconnected. Once service is disconnected, payment of the utility bill and any applicable reconnection fee will be required before service is restored.

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Reconnection fees:

Electric Service - \$60.00 plus tax during business hours - \$75.00 plus tax after business hours  
Gas Service - \$49.00 plus tax during business hours - \$69.00 plus tax after business hours

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You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capitol, Pierre, SD 57501, telephone number 1-800-332-1782.

Residential disconnection may be postponed for one thirty-day period by presenting, prior to disconnection, a physician's certificate stating that disconnection would aggravate a resident's existing illness or handicap.

If you believe the charges on your bill are incorrect, we encourage you to contact us to discuss the disputed charges. If we cannot resolve the dispute, you should pay the undisputed portion of the bill and appeal the disputed amount to the South Dakota Public Utilities Commission.

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If you have any questions, to make payment (fees may apply) or discuss possible payment arrangements, please call us at 800-245-6977 Monday – Friday, 7 a.m. – 6 p.m. (local time).

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Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.

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Sincerely,  
NorthWestern Energy  
Customer Care Department

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**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIOUX FALLS</b>	<b>5th Revised</b> <b>Sheet No. 4</b>
<b>SOUTH DAKOTA</b>	<b>Canceling 4th Revised</b> <b>Sheet No. 4</b>

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**SAMPLE FORMS**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIOUX FALLS</b>	<b>4th Revised</b> <b>Sheet No. 5</b>
<b>SOUTH DAKOTA</b>	<b>Canceling 3rd Revised</b> <b>Sheet No. 5</b>

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**Date Filed: April 20, 2016**  
**NG16-005**

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**Effective Date: July 5, 2016**  
**Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
3rd Revised Sheet No. 6  
Canceling 2nd Revised Sheet No. 6

~~CUSTOMER NAME \_\_\_\_\_ DATE~~  
~~MAILING ADDRESS~~  
~~CITY, STATE ZIP~~

~~RE: ACCOUNT NUMBER~~

~~Dear CUSTOMER NAME~~

~~NorthWestern Energy has received a return payment in the amount of \$999,999.99 on the above account. Your payment was returned for the following reason:~~

~~REASON~~

~~Please resubmit your payment within five (5) business days. If your account was previously in the termination process, the termination process may continue. You may pay by choosing from any of the following options:~~

~~1) Mail your payment to Po Box 1338, Butte MT 59702~~

~~2) Pay online at [www.northwesternenergy.com](http://www.northwesternenergy.com)~~

~~3) Pay by phone with a NorthWestern Energy Customer Contact Representative at 1-800-245-6977~~

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~~4) Pay via the automated phone system:  
Checking, Savings and Money Market payments 1-800-218-4959  
Credit/Debit and ATM card payments 1-877-361-4927~~

~~5) Remit your payment to your nearest NorthWestern office.~~

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~~Your cooperation is greatly appreciated. If you have any questions, please call our Customer Contact Center at 1-800-245-6977. Our hours are 6am to 10pm.~~

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~~Sincerely,~~

~~NorthWestern Energy  
Collections Department~~

Date Filed: December 5, 2008

Service on and after  
Effective Date: January 15, 2009

Jeffrey Decker  
Issued By: Regulatory Specialist











**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA**

Original

**Section No. 6  
Sheet No. 9.1**

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**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA**

Original

**Section No. 6  
Sheet No. 9.2**

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**Date Filed: July 28, 2016  
NG16-007**

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**Effective Date: September 1, 2016  
Issued by: Jeff Decker, Specialist Regulatory**

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
Original Sheet No.9.3  
Canceling \_\_\_\_\_ Sheet No.9.3

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Northwestern Energy - South Dakota  
Service Request Form

This form shall constitute the Customer's Agreement to the terms of the Gas Contract Sales Tariff. The Company shall have the right, to file for, and seek approval by the South Dakota Public Utilities Commission of, changes in rates, charges or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Agreement shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.

This agreement shall become effective as of \_\_\_\_\_, and shall be in effect for a primary term of \_\_\_\_\_ year(s) from such date, and from year to year thereafter, unless and until terminated by either party upon six (6) months' written notice.

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Address - Gas Delivery Point: \_\_\_\_\_

Customer Email Address - Notices: \_\_\_\_\_

Customer Address - Invoices: \_\_\_\_\_

Customer Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Receipt Point (NWE TBS): \_\_\_\_\_ Meter Number(s): \_\_\_\_\_

Daily Contract Demand: Therms/Day \_\_\_\_\_

IN WITNESS WHEREOF, the Parties hereto have executed this Service Request Form as of the day and year set forth below.

Company \_\_\_\_\_ Customer \_\_\_\_\_  
NorthWestern Energy \_\_\_\_\_  
By: \_\_\_\_\_ By: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

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Date Filed: July 20, 2005

Effective Date: September 1, 2005

Effective on less than 30 days notice by authority of the  
Public Utilities Commission of South Dakota, dated 8/9/2005.

Jeffrey Decker  
Issued By: **Regulatory Department**

**SOUTH DAKOTA GAS RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIOUX FALLS</b>	<b>2nd Revised Sheet No.9.4</b>
<b>SOUTH DAKOTA</b>	<b>Canceling 1st Revised Sheet No.9.4</b>

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Fixed Price Gas Contract for Purchase and Delivery of Natural Gas to \_\_\_\_\_

1. Agreement and Service:

This Agreement is made and entered this \_\_\_\_day of \_\_\_\_\_, to be effective \_\_\_\_\_ by and between NorthWestern Energy, a division of NorthWestern Corporation, a South Dakota corporation, hereinafter referred to as "Seller", and \_\_\_\_\_, hereinafter referred to as (Buyer). Seller will provide a natural gas supply and management service providing for the purchase and delivery of fixed price natural gas volumes as agreed to by Buyer.

2. Quantity of Natural Gas:

Seller will agree to sell and tender natural gas at the existing interconnection between the facilities of NorthWestern Energy ("NWE") and the buyer. Buyer agrees to purchase and receive at this point from Seller, natural gas supplies. Buyer elects to purchase fixed base load gas quantity per month from Seller for the months of November – April. The monthly volume commitment is based on the customer's average consumption over the previous three years, as shown on Appendix A. Adjustments will be allowed for material changes in the nature of the customers business. Seller will provide swing load gas quantity, for actual gas usage above or below the base load quantity. All gas purchases for the months May 1 – October 31 will be priced at the monthly Ventura/Demarcation index price.

T  
T  
T  
T  
T  
T

3. Price - Gas Supply:

a. Commodity Charge Price The fixed rate is established at \_\_\_\_\_ including the gross up for applicable fuel rates for all pipeline and distribution systems utilized in delivery of Buyer's supply. Purchases for consumption beyond the contracted average will be available at this price as well. A true-up for the variance in price will be applied to all Rate 86 customers as stated in b. below.

T

b. Rate 86 True-Up Charge / Credit- The monthly over/under recovery of gas costs from the group of rate 86 customers will be tracked on a monthly basis. The customer's pro-rata share will be credited/charged annually on the July billing and will be shown as a separate line item. Any customer leaving the Rate 86 customer group will need to make arrangements to recover their share of the balance upon leaving the rate group, as stated in the Rate 86 tariff.

T

4. Term:

The term of this Agreement will be from \_\_\_\_\_ and will expire \_\_\_\_\_

L  
L  
L

5. Terms of Payment

Bills are due upon receipt and are delinquent per general terms and conditions of NorthWestern's Natural Gas Tariff.

L  
LT  
LT

**SOUTH DAKOTA GAS RATE SCHEDULE**

<b>NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY</b>	<b>Section No. 6</b>
<b>SIOUX FALLS</b>	<b>2nd Revised Sheet No.9.5</b>
<b>SOUTH DAKOTA</b>	<b>Canceling 1st Revised Sheet No.9.5</b>

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**APPENDIX A**

**DL**

**Original Dated**

Gas Management Service Agreement for Purchase and Delivery of Natural Gas between NorthWestern Energy ("seller") and to Customer, Inc. ("Buyer")

Seller and Buyer agree to the following volumes:

**T**

<u>Month</u>	<u>Average Therms</u>
<u>October *</u>	
November	
December	
January	
February	
March	
April	

**T**

**T**

**T**

\* October Contracts are allowed for grain dryers only.

**D**

**T**

**Buyer:** \_\_\_\_\_ **Seller: Northwestern Energy**

By: \_\_\_\_\_ By: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
3rd Revised Sheet No. 10  
Canceling 2nd Revised Sheet No. 10

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker  
Issued By: Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 10.1  
Canceling Original Sheet No. 10.1

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker  
Issued By: Vice President-Market Development



SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
2nd Revised Sheet No. 11  
Canceling 1st Revised Sheet No. 11

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}

N  
N  
N  
N  
N

Account Number: {var id=ACCOUNT} {var  
id=ACCTCKDGT} Service Address: {var id=SVCADDR}

N  
N

Dear {var id=CUSTNAME},

N

NorthWestern Energy recently received a non-sufficient funds payment in the amount of  
\${var id=AMOUNT1} for the above account.

N  
N

Your service may be discontinued if your payment is not received within 5 business days  
from the date of this letter. Please pay the above amount with certified funds along with an  
additional \${var id=AMOUNT2} service charge to avoid further action.

N  
N  
N

Please remit your payment of cash, money order, or cashier's check at one of our  
convenient walk-in offices (visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area).  
You may also make a payment using your credit/debit or ATM card (additional fees will  
apply) by calling 877-361-4927, or online at [NorthWesternEnergy.com](http://NorthWesternEnergy.com)

N  
N  
N  
N

Please note that NorthWestern Energy will return any payments not made by cash, money  
order, cashier's check, debit or credit card for a period of up to 12 months.

N  
N

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977.

N

Sincerely,

N

NorthWestern Energy  
Customer Care Department

N  
N

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 12  
Canceling Original Sheet No. 12

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Date Filed: December 30, 1992

Effective Date: February 1, 1993

Issued By: R. F. Leyendecker  
Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA 57350

Section No. 6  
Original Sheet No. 13  
Canceling Sheet No.

SURETY BOND FOR UTILITY SERVICES

Form 36

SURETY BOND  
FOR  
UTILITY SERVICES  
WITH  
NORTHWESTERN PUBLIC SERVICE COMPANY

KNOW ALL MEN BY THESE PRESENTS that \_\_\_\_\_  
as Principal and \_\_\_\_\_, as Surety, acknowledge them-  
selves to be indebted and firmly bound unto Northwestern Public Service Company  
(NWPS), in the sum of \_\_\_\_\_ Dollars  
(\$ \_\_\_\_\_) for the payment whereof Principal and Surety bind themselves, their  
heirs, executors, administrators and assigns, jointly and severally by these presents.

WHEREAS, the Principal has entered into an agreement with NWPS to receive  
utility services from NWPS at \_\_\_\_\_ in  
\_\_\_\_\_, to pay promptly therefor, the  
bills presented by NWPS in accordance with the general terms and conditions of service  
and rate tariff schedules as filed with and approved by the appropriate regulatory  
authorities; and to abide by the rules and regulations of NWPS concerning such  
utility services.

WHEREAS, the Principal desires to furnish this Bond in lieu of another type of  
security for payment of sums due under the service agreement with NWPS.

NOW, THEREFORE, if the Principal performs its obligations and pays its bills  
for such utility services promptly when due, the obligation by the Surety under this  
Bond shall be void. If the Principal fails to perform any of the obligations under its  
agreement for service with NWPS, this Bond shall be in full force and effect and, upon  
written notice by NWPS, any sums due to NWPS under the service agreement shall be  
immediately payable.

The Surety may cancel this bond at any time by filing with NWPS thirty (30)  
days' written notice of its desire to be relieved of liability. The Surety shall not be  
discharged from any liability already accrued under this Bond, or which shall accrue  
hereunder before the expiration of the thirty-day period.

In the event that any actions or proceedings are initiated with respect to this  
Bond, the parties agree that the venue shall be in Beadle County, South Dakota.

IN WITNESS WHEREOF, the parties have hereunto signed this Bond this \_\_\_\_\_  
day of \_\_\_\_\_, 19\_\_\_\_\_.

Principal \_\_\_\_\_

By \_\_\_\_\_

Surety \_\_\_\_\_

By \_\_\_\_\_  
Attorney-in-fact

Date Filed: June 30, 1986 Service on and after  
Effective Date: November 14, 1986

Issued By: R. F. Levendecker  
Asst. Vice President-Rates & Regulation

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 14  
Canceling Original Sheet No. 14

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker  
Issued By: Vice President-Market Development



SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 15.1  
Canceling Original Sheet No. 15.1

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R. F. Leyendecker  
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SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
2nd Revised Sheet No. 16.1  
Canceling 1st Revised Sheet No. 16.1

~~NORTHWESTERN ENERGY~~

T

~~NATURAL GAS SALES AGREEMENT~~

~~CUSTOMER NAME \_\_\_\_\_~~

~~ADDRESS \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
City State~~

~~NorthWestern agrees to deliver and sell natural gas to the Customer, and the Customer agrees to receive and purchase natural gas from NorthWestern according to the following terms:~~

T

T

~~(1) The provisions of NorthWestern's Rate No. \_\_\_\_\_ and General Terms and Conditions, as approved by the appropriate regulatory authority. A copy of these tariff sheets may be obtained from NorthWestern.~~

T

T

~~(2) Customer's firm natural gas requirements are \_\_\_\_\_ therms/day. All natural gas delivered by NorthWestern to Customer in excess of such firm gas is interruptible gas. Such interruptible gas shall not be used during periods for which notice of curtailment has been given. Use of unauthorized gas during curtailment is subject to application of appropriate penalty provisions.~~

T

~~(3) The terms of this Agreement shall be one year, beginning this date, and shall continue for additional one year terms beyond such initial term unless 90 days' written notice is provided by either party.~~

T,C

~~Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.~~

T

~~CUSTOMER \_\_\_\_\_ NORTHWESTERN ENERGY~~

T

~~By \_\_\_\_\_ By \_\_\_\_\_~~

~~Title \_\_\_\_\_ Title \_\_\_\_\_~~

~~Account No. \_\_\_\_\_~~

Date Filed: December 5, 2008

Effective Date: January 15, 2009

Jeffrey Decker  
Issued By: Regulatory Specialist

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 16.2  
Canceling Original Sheet No. 16.2

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R. F. Leyendecker  
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SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
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SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
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SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 16.5  
Canceling Original Sheet No. 16.5

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Date Filed: December 3, 1997

Effective Date: January 5, 1998

R. F. Leyendecker  
Issued By: Vice President-Market Development

APPLICATION AND AGREEMENT  
FOR  
COMMERCIAL OR INDUSTRIAL CLASS SERVICE

NAME \_\_\_\_\_ DATE \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_ TOWN \_\_\_\_\_ DEPOSIT \_\_\_\_\_

MAIL BILLS TO: NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY OR TOWN \_\_\_\_\_

The undersigned, hereinafter called Customer, requests NORTHWESTERN PUBLIC SERVICE COMPANY, hereinafter called Company, to furnish service as follows:

UTILITY \_\_\_\_\_ CLASS OF SERVICE \_\_\_\_\_

For the service requested, Customer agrees to pay Company at Company's rates as amended from time to time and filed with the South Dakota Public Utilities Commission. When two or more rates of Company are available for a certain class of service, Customer shall select the rate or rates to be applied, and such selection may not be changed within a twelve-month period unless there is a substantial change in the character or conditions of his service. Customer agrees that service will be furnished under Company's Terms and Conditions as amended from time to time and filed with the South Dakota Public Utilities Commission.

Customer hereby agrees to grant to Company such easement as may be necessary to permit construction and maintenance of Customer's electric and/or gas service.

Customer herewith deposits with Company the amount indicated above as a guarantee for the prompt payment of all accounts for service, to be held subject to the conditions stated in the receipt issued by Company.

CUSTOMER

Deposit Receipt No. \_\_\_\_\_

\_\_\_\_\_ Firm Name

\_\_\_\_\_ Issued By

By \_\_\_\_\_

Signature

AND

\_\_\_\_\_ Approved By

\_\_\_\_\_ An Individual

\_\_\_\_\_ Address

\_\_\_\_\_ City or Town

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA**

**Section No. 6  
Original Sheet No. 17**

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**Date Filed: July 28, 2016  
NG16-007**

**Effective Date: September 1, 2016  
Issued by: Jeff Decker, Specialist Regulatory**

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA**

**Section No. 6  
Original Sheet No. 18**

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**Date Filed: July 28, 2016  
NG16-007**

**Effective Date: September 1, 2016  
Issued by: Jeff Decker, Specialist Regulatory**

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
1st Revised Sheet No. 19  
Canceling Original Sheet No. 19

Form 156  
(Rev. 4-92)

APPLICATION AND CONTRACT FOR NATURAL GAS SERVICE

NAME(S) \_\_\_\_\_ DATE \_\_\_\_\_  
\_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_  
City State

SOCIAL SECURITY NO(S). \_\_\_\_\_ DESIRED SERVICE DATE \_\_\_\_\_

PHONE NO. \_\_\_\_\_ EMPLOYER \_\_\_\_\_ BUS. PHONE NO. \_\_\_\_\_

MAIL BILLS TO: NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
City State Zip Code

IF RENTING, LANDLORD IS:

Name Address City State Zip Code

Northwestern Public Service Company (hereafter called the "Company") is hereby authorized to run a service pipe from the Company's mains to supply the above premises. This order is made on the express understanding and agreement that the service pipe and all connections and appurtenances shall be and remain the property of the Company, that representatives of the Company shall at all times have the right to enter upon said premises to examine or repair the same, and that the Company shall have the right to remove the same at any time except while under contract to supply gas to said premises for which bills are promptly paid. Service under this contract will be furnished under the Company's Terms and Conditions as amended from time to time and filed with appropriate regulatory authorities.

I/We agree to make the minimum payment as marked below, for the labor and materials, and in the event that it is necessary to install a service pipe a distance in excess of the distance listed below, the additional fee per foot of service pipe in addition to such minimum:

- Service pipe smaller than two inch, \$90.00 minimum payment for up to 150 feet, plus \$1.00 per foot for each foot in excess of 150 feet.
- Two inch service pipe, \$175.00 minimum payment for up to 150 feet, plus \$1.50 per foot for each foot in excess of 150 feet.
- Service pipe larger than two inch, \$300.00 minimum payment for up to 150 feet, plus all actual costs of pipe installations in excess of 150 feet.
- Mobile homes in mobile home parks, \$75.00 minimum payment for up to 50 feet of horizontal piping, plus \$1.00 per foot for each foot in excess of 50 feet.

I/We further agree that this payment for labor and materials does not include any necessary revisions in my/our piping (that is, piping downstream of the Company's meter) or any conversion or modification of my/our appliances to enable them to utilize natural gas, and does not include any customer connection charge which the Company is authorized to charge for a new service or reconnection of a discontinued service under approved rate schedules.

OWNER(S)  
\_\_\_\_\_  
\_\_\_\_\_

NORTHWESTERN PUBLIC SERVICE COMPANY  
By \_\_\_\_\_  
Title: \_\_\_\_\_

Date Filed: April 13, 1992

Service on and after  
Effective Date: April 24, 1992

Issued By: R. F. Levendecker  
Vice President-Market Development

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA 57350

Section No. 6  
1st Revised Sheet No. 20  
Canceling Original Sheet No. 20

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Date Filed: November 18, 1991 Service on and after  
Effective Date: December 10, 1991  
Issued By: R. F. Levendecker  
Vice President-Rates & Regulation



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**Residential  
Customer  
Information**

*We're here  
to serve you!*

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Northwestern  
Public Service  
Company

**South Dakota**

**TO  
NWPS  
CUSTOMERS**



General Facts about NWPS . . . . . pg. 2  
PUC Regulation . . . . . pg. 2  
How You Are Billed . . . . . pg. 3  
    Electric  
    Natural Gas  
An Estimated Utility Bill . . . . . pg. 4  
Paying Your Bill . . . . . pg. 5  
Budget Payment Plan . . . . . pg. 5  
Late Payment Charge . . . . . pg. 6  
Measuring Your Energy Usage . . . . . pg. 6  
    Meter Reading  
    Meter Testing  
    Metering Equipment  
Customer Connection Charge . . . . . pg. 8  
Continuity of Service . . . . . pg. 8  
If You should Have a Complaint . . . . . pg. 9  
In Case of a Dispute . . . . . pg. 9  
Establishing Utility Credit . . . . . pg. 10  
Disconnection of Service . . . . . pg. 11  
Third-Party Notification . . . . . Back Cover  
Call Before Digging . . . . . Back Cover

Dear Customer:

We're happy to serve you. We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our residential customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.

A handwritten signature in cursive script that reads "R.A. Wilkens".

**R.A. Wilkens**  
President &  
Chief Executive Officer  
Northwestern Public Service Company

### ABOUT OUR COMPANY

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of December 31, 1991.)

South Dakota Communities	
Served Electrically.....	108
South Dakota	
Electric Customers.....	53,294
(including approx. 1,700 farm customers)	
South Dakota Communities	
Served with Natural Gas.....	35
South Dakota	
Gas Customers.....	30,947
Nebraska Communities	
Served with Natural Gas.....	4
Nebraska	
Gas Customers.....	37,409
Number of	
Employees.....	Nearly 455

NWPS is an investor-owned energy company, owned by 8,000 stockholders from all parts of the country.

### PUC REGULATION

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities  
          Commission  
          500 East Capitol  
          Pierre, South Dakota 57501  
Phone: (605) 773-3201  
          or 1-800-332-1782

### HOW YOU ARE BILLED

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

### Electric

Electricity is measured and sold by kilowatt hour (KWH). A kilowatt hour represents the amount of electricity required to operate a 100-watt bulb for 10 hours.

The bill shows the present and previous readings of your electric meter. Subtracting the smaller figure from the larger figure will give you the amount of electricity you have used measured in KWH.

Your KWH consumed multiplied times the charge per KWH in the proper rate schedule will result in the amount you will pay for the electricity you have used. In addition to the above amount, a "fuel and purchased power adjustment" figure, a customer charge, and taxes are added to make up your complete monthly bill.

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### **Natural Gas**

Natural gas is measured and sold by hundreds of cubic feet (CCF). The bill shows the present and previous readings of your gas meter. Subtracting the smaller figure from the larger figure will give you the CCF used since the last meter reading date.

Your CCF consumed multiplied times the charge per CCF in the proper rate schedule will result in the amount you will pay for the natural gas you have used. In addition to the above amount, purchased gas, peak shaving, BTU adjustments, a customer charge, and taxes are applied to complete the computation of your bill.

### **AN ESTIMATED UTILITY BILL**

You may receive an estimated bill when an NWPS employee cannot read your meter.

Estimated bills are indicated as such and are based upon your previous use of electricity or natural gas.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

### **PAYING YOUR BILL**

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order. We do not recommend sending cash through the mail.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

### **BUDGET PAYMENT PLAN**

As a general rule, the area in which we live experiences seasonal extremes in both summer heat and winter cold. The result, of course, can be significant differences in your heating and air conditioning bills from month to month. With this in mind, NWPS offers you a way to avoid unusually high bills caused by heating and air conditioning by averaging them with lower bills. NWPS will estimate your annual energy usage and divide the payments into 12 equal parts with an adjustment based on actual use at the end of the period. This allows you to better budget your utility bills each month. If you are interested in the Budget Payment Plan, contact your nearest NWPS office.

## LATE PAYMENT CHARGE

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings.

The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are due upon receipt.

Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT FEE OF \_\_\_\_\_ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY THE NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account with an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you need assistance in paying your utility bill, we will make every effort to help you. NWPS will assist eligible customers in obtaining financial aid offered through various governmental agencies and programs.

## MEASURING YOUR ENERGY USAGE

### Meter Reading

Normally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution and to make sure they are operating safely and efficiently.

## Meter Testing

NWPS conducts a regular program of periodic testing of customers' meters. In this testing, almost all meters are found to be very accurate. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

## Metering Equipment

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, metering enclosures, and pressure regulating equipment.

## **CUSTOMER CONNECTION CHARGE**

NWPS has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this policy, any customer who moves into or relocates within NWPS's service area and who requests utility service, will be assessed a service connection charge. That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m.), Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

## **CONTINUITY OF SERVICE**

NWPS attempts to provide continuous service but cannot guarantee an uninterrupted or undisturbed supply of electric or natural gas service. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

## **IF YOU SHOULD HAVE A COMPLAINT**

NWPS thinks it is important that you are satisfied with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. If it does, please let us know. In most cases, the problem will be solved through a visit or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

## **IN CASE OF A DISPUTE**

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.



## ESTABLISHING UTILITY CREDIT

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate very much. Some customers, however, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do pay their bills promptly.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the three means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of service in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with NWPS, shall be deemed to have demonstrated unsatisfactory credit. In the event that a customer demonstrates unsatisfactory credit, NWPS will require that the customer:

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or

2. Provide a guarantor; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within five (5) business days after it is received.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments not to exceed four months.

## DISCONNECTION OF SERVICE

If you want to have your electric or natural gas service disconnected as the result of moving or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do ~~this by letter, by personal visit, or by a phone call to your local NWPS office.~~

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to receive electric or natural gas service from NWPS.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has broken the terms of the contract for service with NWPS, or has failed to furnish those things necessary to obtain utility service;

5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions; or
6. Unauthorized use or tampering with NWPS's service equipment.

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. When possible, NWPS will attempt to provide advance notice of such discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving service from NWPS at more than one location. Only the service for which the bill is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, NWPS will send that customer a written notice giving an additional ten (10) days in which to pay the bill to avoid disconnection.

3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.
4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.
5. No disconnection will be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.
6. Residential disconnection may be postponed for one 30-day period by presenting a physician's certificate stating that disconnection would aggravate a resident's existing medical emergency.
7. Residential disconnection will not be made from November 1 to March 31 without adding to the time periods of paragraph 2 an additional 30 days.
8. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.
9. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.



- 
10. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name, where it is economically feasible to do so, and the tenant has turned down this offer.

### **THIRD PARTY NOTIFICATION**

Any customer may designate in writing the name, address, and telephone number of a third party to be notified in the event that utility service is to be discontinued for non-payment. NWPS will maintain a record of such third-party designations and will give notice of such proposed disconnection to the third party named by the customer. Such third-party designations may be guardians, relatives, friends, or others.

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### **CALL BEFORE DIGGING**

If you are planning any excavation or construction on or near your property, please call the local NWPS office 24 hours in advance for location of underground distribution facilities.

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA 57350

Section No. 6  
1st Revised Sheet No. 21  
Canceling Original Sheet No. 21

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~~S.D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS~~

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Date Filed: May 4, 1992

Effective Date: May 22, 1992

Issued By: R. F. Levendecker  
Vice President-Rates & Regulation

Commercial  
and  
Industrial  
Customer  
Information



Northwestern  
Public Service  
Company

South Dakota

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**TO  
NWPS  
COMMERCIAL &  
INDUSTRIAL  
CUSTOMERS**



Dear Customer:

We base our Company's reputation on providing the very best in customer service, and we encourage you to contact us whenever you need help with your utility service.

This booklet was designed to help you understand your rights and responsibilities as our customer and our rights and responsibilities as your electric and/or natural gas supplier. Also included are the steps to follow if you have a question, request or complaint.

If you want to contact the nearest NWPS office, simply refer to your local telephone directory, where you will find the office address and telephone number. For emergencies during non-office hours, call the emergency number listed under Northwestern Public Service Company.

We consider it a privilege to serve you.



**R. A. Wilkens**  
President &  
Chief Executive Officer  
Northwestern Public Service Company

**ABOUT OUR COMPANY**

Northwestern Public Service Company is an electric and natural gas utility engaged in generating, transmitting, distributing, and selling electric energy, and in distributing and selling natural gas. (The following are statistics as of February 29, 1992.)

South Dakota Communities Served Electrically .....	108
South Dakota Electric Customers .....	53,212
(including approximately 1,700 farm customers)	
South Dakota Communities Served with Natural Gas .....	36
South Dakota Gas Customers .....	31,129
Nebraska Communities Served with Natural Gas .....	4
Nebraska Gas Customers .....	37,454
Number of Employees .....	457

NWPS is an investor-owned energy company, owned by approximately 8,000 stockholders from all parts of the country.

**PUC REGULATION**

Northwestern Public Service Company is regulated by the South Dakota Public Utilities Commission (PUC) whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the PUC's duty to oversee the rates and services of all public utilities in the state, including approval of all rate changes.

Address: South Dakota Public Utilities Commission  
500 East Capitol  
Pierre, South Dakota 57501  
Phone: (605) 773-3201  
or 1-800-332-1782

**HOW YOU ARE BILLED**

Once a month you receive a bill from NWPS for the electricity or natural gas you have used the previous month. The bill is due when it is received.

The bill you receive for electric or natural gas service is based upon a meter reading or estimated energy use in the event your meter cannot be read. The bills are figured according to rates that have been approved by the PUC. An explanation of all items which appear on your monthly bill is readily available for your use on the reverse side of each bill you receive.

**ELECTRIC SERVICE**

• **Energy Measurement**

Electricity is measured and sold by kilowatt hour (KWH). A KWH represents the amount of energy required to operate a 100-watt bulb for 10 hours. Your bill shows the present and previous readings of your electric meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the amount of electricity you have used during the billing month.

• **Demand Measurement**

For many NWPS commercial and industrial rate schedules, a customer's bill is determined by measuring the KWH of electricity consumed and the customer's measured demand. This demand is the average number of kilowatts (KW) used by the customer during the 15-minute period of maximum use during the billing month. The demand charge is designed to assign to a customer its share of NWPS's fixed investment in production, transmission, and distribution equipment required to meet the customer's maximum demand for electricity. For certain small commercial customers, a flat customer charge is used rather than a measured demand charge. →

**ELECTRIC SERVICE, continued.**

• **Power Factor Adjustment**

NWPS may install metering equipment to determine the average power factor of a customer's installation. Power factor is a measurement of the relationship between real power (the useful power that does work) and apparent power (volt-amperes needed to supply magnetizing current which causes energy to flow through fluorescent lamps, motors, and transformers owned by the customer). If such average power factor is less than 95%, the customer's measured demand or energy may be adjusted according to a formula provided in NWPS's rate schedules. NWPS will work with customers to help them achieve a 95% or higher average power factor.

• **Fuel and Purchased Power Adjustment**

A customer's energy (KWH) charge is increased or decreased to reflect changes in the cost of fuel used to generate electricity and energy purchases experienced by NWPS.

• **Sales Taxes**

In addition to the above items, state and local sales taxes, which are collected by NWPS and submitted to the South Dakota Department of Revenue, are added to make up your complete monthly bill.

• **Cogeneration and Small Power Production**

Under the Public Utility Regulatory Policies Act of 1978, power production and cogeneration facilities which have received qualifying status from the Federal Energy Regulatory Commission are authorized to make an interconnection with the electric systems of public utilities, such as NWPS. To obtain further information about such an interconnection, contact your local NWPS office.

• **Protection Service**

NWPS cannot render service to any customer for the operation of any devices which have a detrimental effect upon the service rendered to other customers. NWPS will endeavor to cooperate with its customers when consulted concerning the intended use of any device.

Where the customer's use of electricity is intermittent or subject to violent fluctuations, NWPS reserves the right to require the customer to furnish at his own expense suitable equipment to reasonably limit such intermittence or fluctuation.

This provision is not applicable to customers utilizing supplemental or alternative energy sources, unless such energy sources create an unsafe or damaging condition on the NWPS electric system or on the electric service provided to other customers.

• **Electric Motors**

Individual motors over 1/2 horsepower and/or having a rating exceeding 7-1/2 amperes shall be connected to a 240 volt circuit. Single phase motors exceeding 5 horsepower and/or with locked rotor current exceeding 100 amperes shall not be connected to the NWPS system without prior NWPS approval.



## NATURAL GAS SERVICE

Natural gas is measured and sold in hundreds of cubic feet (CCF). The bill shows the present and previous readings of your gas meter. Subtracting the previous reading from the present reading and applying any multiplier that may be shown will give you the CCF used since the last meter reading date.

### • Contract Demand

For many NWPS commercial and industrial firm rate schedules, a customer's bill is determined by measuring the CCF of gas consumed and the customer's CCF of daily contract demand. Such daily contract demand represents the firm gas volumes contracted by the customer.

### • Purchased Gas Cost Adjustment Clause

A customer's natural gas rate per CCF is increased or decreased by an adjustment amount equal to any increase or decrease in the cost per CCF of natural gas purchased by NWPS.

### • BTU Adjustment Clause

The rates to be charged by NWPS are for natural gas with a heating value of 1000 British Thermal Units (BTUs) per cubic foot. A customer's metered consumption in CCF volumes will be adjusted upward or downward so that he is billed for an equivalent of 1000 BTUs per cubic foot.

### • Peak Shaving Adjustment

NWPS uses propane as a peak shaving fuel during periods of heavy customer usage. The rates as approved by the PUC to be charged by NWPS include a base peak shaving propane fuel cost. A customer's metered consumption in CCF volumes will be adjusted upward or downward for the difference between the actual average peak shaving propane fuel cost and the base cost.

### • Sales Taxes

In addition to the above amounts, state and city sales taxes are applied to complete the computation of your bill.

### • Gas Transportation Service

NWPS offers firm and interruptible transportation service to its gas customers. Such transportation service is provided under NWPS's tariffs and a Transportation Service Agreement.

### • Billing Day and Curtailment of Gas for Interruptible Customers

The billing day for the purpose of determining the amount of firm gas used will be from 12:00 o'clock noon one day until 12:00 o'clock noon the next day. NWPS shall have the right to curtail or limit a customer's use of gas during any billing day to the Contract Demand then in effect when demand by firm and higher priority interruptible natural gas purchasers exceeds available pipeline supply. Curtailment of interruptible gas will commence at 12:00 o'clock noon at the start of a new billing day. Under normal circumstances, notice of curtailment of interruptible gas will be given to the customer prior to 10:00 o'clock A.M. of the calendar day in which curtailment is to begin.

In cases of emergency, however, any notice prior to 12:00 o'clock noon is deemed to place the curtailment in effect at 12:00 o'clock noon, and such curtailment shall continue in effect until NWPS notifies the customer that the curtailment is released. In cases of emergency when notice of curtailment cannot reasonably be given immediately prior to a new billing day, a customer will cooperate with NWPS by curtailing its use of interruptible gas as soon as possible after notice of curtailment by NWPS.

Proper notice of curtailment will be deemed to have been given when any person or persons authorized to receive curtailment orders on behalf of the customer has been notified by telephone or in person by a representative of NWPS. →

**NATURAL GAS SERVICE—Curtailment of Gas  
for Interruptible Customers, continued.**

NWPS will endeavor to give a customer as much notice as possible with respect to curtailment of service. A customer must provide and maintain complete standby facilities and have available at all times sufficient standby fuel to maintain continuous plant operations during complete curtailment in the delivery of natural gas.

**OPTIONAL RATES**

When a customer qualifies for two or more rates, the choice of such rates lies with the customer. A customer who believes he may qualify for service under more than one rate schedule, should contact NWPS for advice on what alternatives are available.

New electric customers or those with increased load requirements may find NWPS's New Business Incentive Rider (Option N), Increased Usage Incentive Rider (Option I), or Discounted Energy Option Rider (Option X) will result in energy cost savings for their firms.

In addition, customers who operate at a high load factor or improve their load factor will benefit from lower cost energy. Load factor is the measure of the efficient use of electrical demand requirements.

**AN ESTIMATED UTILITY BILL**

You may receive an estimated bill when an NWPS employee cannot read your meter. Estimated bills are indicated as such and are based upon your previous use of electricity or natural gas. For electric customers with demand metering, such meters must be read monthly.

If you have questions about an estimated bill, please phone or stop at the nearest NWPS office. Every effort will be made to answer all of your questions.

**PAYING YOUR BILL**

You may pay your bill by mail. A send-and-return envelope is included with your bill for this purpose. Send the part of your bill that is marked "PLEASE RETURN THIS PORTION WITH YOUR PAYMENT" along with your check or money order.

You may also pay your bill personally at your local NWPS office. Please bring the entire bill with you. An after-hours deposit box is also available at many NWPS offices.

If for any reason, you cannot pay your NWPS bill when it is due, please call your local NWPS office to explain the situation and to make arrangements for paying your bill.

**LATE PAYMENT CHARGE**

NWPS has been authorized to include a "Late Payment Charge" on delinquent billings. The charge was authorized because delinquent accounts create an added cost for all customers and not just those who create the problem.

Under the customer billing rules approved by the PUC, utility bills are payable upon receipt. Located at the lower left side of your bill (just above the perforation) is a box which reads: "A LATE PAYMENT CHARGE OF \_\_\_\_\_ WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY NEXT BILLING." If a customer bill is not paid before the next bill is issued, a late payment charge will be applied to any account having an unpaid balance of \$5.00 or more. The late payment charge will be 1% of the unpaid balance, plus a collection charge of \$2.00.

If you are having problems in paying your utility bill, we will make every reasonable effort to work with you.



## MEASURING YOUR ENERGY USAGE

### • Meter Reading

Normally, your electric and/or natural gas meter is read each month by an NWPS employee. This reading is made at intervals which coincide as closely as possible with a 30-day cycle. This monthly visit also gives our meter readers a periodic opportunity to inspect facilities used for natural gas and electric distribution.

### • Meter Testing

NWPS conducts a regular program of periodic testing customers' meters. You may request NWPS to test the electric or gas meter, and you have the right to be present when the test is conducted. If the test request is made within a year after a previous request, you will be required to pay a deposit. The deposit will be refunded if the meter is found to have an error of 2% or more. The result of this test will be supplied to you within one week after the test is completed.

If a meter is found to have an error of 2% or more, a charge or refund covering the error will be made. The time period for this charge or refund may not exceed six months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.

### • Metering Equipment

NWPS furnishes customer meters; however, customers are required to furnish, install, and maintain their own meter mounting devices, such as meter sockets, meter pedestals, and metering enclosures.

For gas installations the customer furnishes, owns, and maintains all fuel piping, equipment, appliances, and other devices necessary to distribute gas service from the point on the outlet side of the NWPS meter.

A customer is not permitted to receive power or energy through one meter and resell such power or energy to another user through separate meters, regardless of who owns the meter serving the ultimate user.

### • Master Metering Restrictions

All buildings, mobile home parks, and trailer courts for which construction was begun after June 13, 1980, shall be metered separately for each residential or commercial unit, with the exception of hospitals; nursing homes; transient hotels and motels; dormitories; campgrounds; other residential facilities of a purely transient nature; central heating or cooling systems; central ventilating systems; central hot water systems; residential multiple occupancy building of only two units, one of which unit is occupied by the owner of the building; and multiple occupancy buildings constructed, owned, or operated with funds appropriated through the Department of Housing and Urban Development or any other federal or state government agency.

Any existing multiple occupancy building receiving master metered service which is substantially remodeled or renovated for continued use as a multiple occupancy building, if such remodeling or renovation is begun after June 13, 1980, shall be individually metered, unless the building meets any of the exceptions listed above or unless the owner of such building demonstrates to the satisfaction of the PUC that conversion from master metering to individual metering would be impractical, uneconomical, or unfeasible.

The restrictions against master metering contained in the preceding paragraph are waived to the extent requests for variances are granted by the PUC.

### RESALE OF UTILITY SERVICE PROHIBITED

Utility service furnished by NWPS under any rate schedule may not be resold by the customer in any manner.

### CUSTOMER CONNECTION CHARGE

NWPS has been authorized to include a "Customer Connection Charge" in its billing procedures. Use of the Customer Connection Charge will more accurately identify costs to NWPS's customers by assuring that those customers who are responsible for the expenses of connection or reconnection will pay for them. Under this tariff provision, any customer who moves into or relocates within NWPS's service area, and who requests utility service, will be assessed a service connection charge.

That charge also applies to reconnection of service, as in the case of a meter which may have been temporarily disconnected. The charge will be \$10.00 for all connections made during normal business hours (8 a.m. to 5 p.m., Monday through Friday, excluding legal holidays) and \$15.00 for connections made during other hours. The charge will be included on the customer's first utility bill after the connection is made.

### CONTINUITY OF SERVICE

NWPS attempts to provide continuous service but cannot guarantee an uninterrupted or undisturbed supply of electric or natural gas service. The Company is not responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than gross negligence by NWPS or its employees, and NWPS is not liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service. NWPS urges its customers to install regulating or

protective devices to protect their appliances from potential damage from interruptions in energy supply or fluctuations in service from NWPS.

### IF YOU SHOULD HAVE A COMPLAINT

NWPS believes it is important that you are satisfied with your electric or natural gas service. However, sometimes a question, misunderstanding, or complaint may develop. If it does, please let us know. In most cases, the problem will be solved through a visit or phone call to your nearest NWPS office. Our employees are trained to help you.

NWPS will make a full and prompt investigation of all complaints received. Please address all written complaints to the Division Manager at your nearest NWPS Division office. The address is listed in your local telephone directory.

### IN CASE OF A DISPUTE

Whenever a customer advises NWPS before the disconnection of electric or natural gas service that any part of the billing, charges, or service is in dispute, NWPS shall:

1. Investigate the dispute promptly;
2. Advise the customer of the investigation and its result;
3. Attempt to resolve the dispute; and
4. Withhold disconnection of service during such investigation, provided the customer pays the undisputed portion of the bill.

If the dispute is not resolved, NWPS will notify the customer that he or she may appeal to the PUC within ten (10) working days after the disconnection notice was sent for resolution of the dispute.

## ESTABLISHING UTILITY CREDIT

Most customers of NWPS are prompt in paying their monthly bills, a fact which we appreciate very much. Some customers, however, seem to find it difficult to maintain a prompt payment record. In cases such as these, NWPS has found it necessary to establish certain policies and procedures to deal with non-payment of bills. These policies and procedures are designed to protect not only NWPS, but also the customers who do maintain prompt payment records.

The credit history of anyone applying for service with NWPS will be reviewed. If a customer demonstrates satisfactory credit by traditional means or by providing his payment history with his prior utility company, no security deposit will be required. A customer who does not establish satisfactory credit will be required to establish credit by one of the four means listed below. If a deposit is required of a customer, it will be returned with interest at the end of any twelve-month period during which the customer has demonstrated satisfactory credit, as defined below.

A present customer who has had one or more disconnections of service in the last year or three or more disconnection notices in the last year or has an undisputed outstanding debt with NWPS shall be deemed to have demonstrated unsatisfactory credit. In the event that a customer demonstrates unsatisfactory credit, NWPS will require that the customer:

1. Make a cash deposit of one-sixth (1/6) of the customer's estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of deposit to the date of disconnection; or
2. Provide a letter of credit or post a surety bond; or
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility

services within five (5) business days after it is received; or

4. Negotiate another option with NWPS.

If a customer is unable to pay the full amount of the deposit, NWPS will accept payment of the deposit in reasonable installments over a period not to exceed four months.

## DISCONNECTION OF SERVICE

If you want to have your electric or natural gas service disconnected as the result of moving or for some other reason, you should let NWPS know at least one business day before you want this discontinuation. You may do this by letter, by personal visit, or by a phone call to your local NWPS office.

Naturally, if a utility bill is not paid within a reasonable length of time, the customer who owes it cannot expect to continue to receive electric or natural gas service from NWPS.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. The customer will be notified before such action is taken if the reason is:

1. Non-payment of a utility bill;
2. The customer has failed to pay a required deposit or meet the credit requirements;
3. The customer has violated NWPS's rules on file with the PUC (these rules are available for customer inspection at any NWPS office);
4. The customer has breached the terms of the contract for service with NWPS or has failed to furnish those things necessary to obtain utility service; or
5. The customer has failed to allow NWPS employees access to Company equipment located on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions. →

**DISCONNECTION OF SERVICE, continued.**

If at any time a hazardous condition is discovered, NWPS may immediately discontinue service until the hazardous condition is corrected. Also, NWPS may immediately discontinue service if unauthorized use or tampering with NWPS's service equipment is discovered. When possible, NWPS will attempt to provide advance notice of discontinuance to all customers affected.

The following is a list of conditions, all of which are considered before a customer will be disconnected for non-payment of a bill:

1. A customer may be receiving more than one class of service from NWPS. Only the class of service for which payment is delinquent may be disconnected.
2. Bills are due when received. Bills become delinquent twenty (20) days after the billing date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use, or when it is clearly indicated that the customer is preparing to leave. If a customer's bill becomes delinquent, the customer has an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's first disconnection notice, NWPS will attempt to notify the customer by telephone, personal visit, or certified mail and will provide the customer information about his right to appeal to the PUC.
4. If the customer has been unwilling to pay the bill in full or enter into a reasonable agreement with NWPS to pay the service bill, service will be disconnected.

5. No disconnection shall be made if a bona fide or just dispute concerning the bill exists. A dispute is only defined as bona fide and just if the customer pays the undisputed portion of the bill and contacts the PUC with the unresolved dispute within ten (10) working days after the disconnection notice was sent.
6. Electric or natural gas service will not be disconnected on any Friday, Saturday, Sunday, or legal holiday, or at any time when NWPS's business offices are not open to the public.
7. If a customer receives both gas and electric service from NWPS, he may have payments applied to either the gas or electric portion of his bill in order to avoid disconnection of that service.
8. In a landlord-tenant situation, where the meter is in the landlord's name, NWPS will not disconnect the utility service until the tenant has been offered the opportunity to put the electric or natural gas service in his or her name where it is economically feasible to do so, and the tenant has turned down this offer.

If service is disconnected for nonpayment, it will not be restored without payment of the outstanding bill and a reconnection fee and the furnishing of adequate security for the utility account.

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**CALL BEFORE DIGGING**

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If you are planning any excavation or construction on or near your property, please call the local NWPS office 48 hours in advance for location of underground distribution facilities.

**Northwestern Public Service  
Company**



**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA**

	<u>Original</u>	Section No. 6
		Sheet No. <u>22</u>
<u>Canceling</u>	<u>Original</u>	Sheet No. <u>22.1</u>
	<u>through Original</u>	Sheet No. <u>22.8</u>

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Date Filed: November 21, 1996

Effective Date: December 1, 1996

R. F. Leyendecker  
Issued By: Vice President-Market Development

**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA**

	<u>Original</u>	Section No. 6
		Sheet No. <u>23</u>
<u>Canceling</u>	<u>Original</u>	Sheet No. <u>23.1</u>
	<u>through Original</u>	Sheet No. <u>23.8</u>

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Date Filed: November 21, 1996

Effective Date: December 1, 1996

R. F. Leyendecker  
Issued By: Vice President-Market Development

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 24.1  
Canceling Original Sheet No. 24.1

**NorthWestern Energy - South Dakota  
Service Request Form**

T

This form shall constitute the Customer's Agreement to the terms of the Gas Transportation Tariff. The Company shall have the right, to file for, and seek approval by the South Dakota Public Utilities Commission of, changes in rates, charges or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Agreement shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.

This agreement shall become effective as of \_\_\_\_\_, and shall be in effect for a primary term of \_\_\_\_\_ year(s) from such date, and from year to year thereafter, unless and until terminated by either party upon six (6) months' written notice.

**Customer Name:** \_\_\_\_\_

**Customer Account Number:** \_\_\_\_\_ **SIC Code:** \_\_\_\_\_

**Customer Address - Gas Delivery Point:** \_\_\_\_\_

**Customer Address - Notices:** \_\_\_\_\_

**Customer Address - Invoices:** \_\_\_\_\_

**Customer Contact:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Receipt Point (NWE TBS):** \_\_\_\_\_

**Delivery Point:** \_\_\_\_\_

**Meter Number(s):** \_\_\_\_\_

**Previous Rate Designation(s):** \_\_\_\_\_

**Service Quantity:**        **Therms/Day** \_\_\_\_\_

**Firm Transportation:**   **Therms/Day** \_\_\_\_\_

**Daily Balancing:**       **Therms/Day** \_\_\_\_\_

**Standby Supply**         **Therms/Day** \_\_\_\_\_

**Date Filed:** October 28, 2005                      **Effective Date:** January 1, 2006

\_\_\_\_\_  
**Jeffrey Decker**  
**Issued By: Regulatory Specialist**



SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 24.2  
Canceling Original Sheet No. 24.2

---

NorthWestern Energy - South Dakota  
Service Request Form

T

**Pricing:**

From time to time, Customer and Company shall negotiate a rate and term of transportation which shall be by purchase nomination order in the form which is attached as Exhibit A and incorporated by reference in this Agreement.

**Service Qualifications:**

The Company is notifying Customers who have elected Gas Transportation Service of the risks of transportation reasonably known at the time the Customer begins transporting gas. The Customer hereby understands it may be subject to risks which include, but may not be limited to, the following:

- 1) The Company may not have firm or interruptible gas sales service available if the Customer seeks to purchase gas from the Company; and,
- 2) The Customer may be subject to pipeline penalties assessed to the Company which are caused by the Customer consuming the Company's gas with no authority to do so; and,
- 3) If the Customer elects to discontinue transporting gas and if the Company is able to secure a source of gas supply and transportation for the Customer, the cost of such gas and transportation may exceed the cost of gas being purchased by the Company's other Customers.

IN WITNESS WHEREOF, the Parties hereto have executed this Service Request Form as of the day and year set forth below.

Company

Customer

NorthWestern Energy

\_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

---

Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: Regulatory Specialist

T

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 24.3  
Canceling Original Sheet No. 24.3

---

NorthWestern Energy - South Dakota  
Service Request Form

T

**EXHIBIT "A"**  
**GAS TRANSPORTATION TARIFF**  
**PURCHASE NOMINATION ORDER**

This Purchase Nomination Order ("PNO") is made and entered into by and between Customer and Company. This PNO is pursuant to and in accordance with the provisions of the Agreement for Gas Transportation Tariff executed between the Parties and Company's Gas Transportation Tariff as on file with and made effective by the South Dakota Public Utilities Commission.

TELECOPY TO: \_\_\_\_\_

ATTENTION: \_\_\_\_\_

Telephone: \_\_\_\_\_ Telecopier: \_\_\_\_\_

RATES:

Transportation: \_\_\_\_\_ per MMBtu transported

Others:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please acknowledge the terms outlined above by signing below, and return via facsimile to \_\_\_\_\_.

NorthWestern Energy  
"Company"

\_\_\_\_\_  
"Customer"

T

\_\_\_\_\_  
Name Date

\_\_\_\_\_  
Name Date

---

Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: Regulatory Specialist



**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
1<sup>st</sup> Revised **Sheet No. 25.1**  
**Canceling** Original **Sheet No. 25.1**

---

**NorthWestern Energy - South Dakota**

**Supplier Service Agreement**

T

This Supplier Service Agreement is made and entered into as of the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between Northwestern Energy (NWE) and \_\_\_\_\_, as agent for various end users (Group Customer).

T

WHEREAS, NWE and end users for whom Group Customer acts as agent have entered into an agreement for Natural Gas Transportation Service pursuant to the terms of NWE tariffs on file with and made effective by the South Dakota Public Utilities Commission and;

T

T

WHEREAS, Group Customer qualifies under NWE Optional Balancing Transportation Service tariff as a Group Customer and wishes to elect optional group balancing service.

T

NOW THEREFORE, in consideration of the mutual promises contained in this Agreement, the parties agree as follows:

1. NWE will calculate the level of Group Customer's monthly and daily imbalances at the delivery points shown on Appendix A to this Agreement as if incurred under the terms of its Gas Transportation Tariff by one customer.
2. This Agreement is subject to the provisions of NWE's transportation tariff, the general terms and conditions of service applicable to transportation customers and the optional group balancing transportation service tariff as the same may be amended from time to time.

T

T

---

**Date Filed:** October 28, 2005

**Effective Date:** January 1, 2006

Jeffrey Decker  
**Issued By: Regulatory Specialist**

**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
1<sup>st</sup> Revised **Sheet No. 25.2**  
Canceling Original **Sheet No. 25.2**

---

**NorthWestern Energy - South Dakota  
Supplier Service Agreement**

T

3. NWE shall have the right to file for, and seek approval by the South Dakota Public Utilities Commission for changes in rates, charges, or other tariff provisions applicable to service hereunder and to place such changes in effect in accordance with applicable law; and this Contract shall be deemed to have been amended to include such changes and any other changes which become effective by operation of law or by order of any governmental body with jurisdiction.
4. This contract shall become effective as of \_\_\_\_\_ and shall continue for monthly terms thereafter and may be terminated by Company with three days' written notice and Group Customer upon one month's written notice. The contract may be amended at any time by execution of a revised Appendix A to change the applicable delivery points.

T

IN WITNESS WHEREOF, the parties have executed this Agreement, effective as of the date first written.

NorthWestern Energy

\_\_\_\_\_

Group Customer

T

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

---

**Date Filed:** October 28, 2005

**Effective Date:** January 1, 2006

Jeffrey Decker  
**Issued By: Regulatory Specialist**

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 25.3  
Canceling Original Sheet No. 25.3

---

NorthWestern Energy - South Dakota  
Supplier Service Agreement

T

APPENDIX A

Delivery Points

- 1 .
- 2.
- 3.

NorthWestern Energy

\_\_\_\_\_  
Group Customer

T

By: \_\_\_\_\_

By: \_\_\_\_\_

Date \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Effective Date of Appendix A

---

Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: Regulatory Specialist

SOUTH DAKOTA GAS RATE SCHEDULE

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
1<sup>st</sup> Revised Sheet No. 26  
Canceling Original Sheet No. 26

NORTHWESTERN ENERGY - SOUTH DAKOTA  
TRANSPORTATION SERVICE DESIGNATION

T

This form shall designate the responsibility of the various parties in the delivery of transportation service. The information listed shall be assumed to be correct until a revised form is received by NorthWestern Energy.

T

T

Customer Name: \_\_\_\_\_

Customer Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Customer Address - Gas Delivery Point: \_\_\_\_\_

Meter Number(s): \_\_\_\_\_

Effective Date (first of month): \_\_\_\_\_

Gas Supplier: \_\_\_\_\_

Gas Supplier Contact Name: \_\_\_\_\_

**Nominations:**

The nominations for the delivery point(s) listed above will be made by the party designated below.

\_\_\_\_\_ Customer Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_ Supplier Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Usage Information:**

The usage information for the delivery point(s) listed above will be sent to the party designated below.

\_\_\_\_\_ Customer Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_ Supplier Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Billing:**

The transportation billing for the delivery point(s) listed above will be sent to the party designated below. The Customer shall be responsible for the amount billed regardless of the party designated.

\_\_\_\_\_ Customer (will be sent to address listed on agreement)

\_\_\_\_\_ Supplier Address: \_\_\_\_\_

The Customer is responsible for notifying NorthWestern Energy of changes to the above information 3 work days prior to the beginning of the month that the changes are to take effect. Please return this document via fax to : (605) 353-7479

T

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: Regulatory Specialist

**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
2nd Revised **Sheet No. 27**  
**Canceling** 1st Revised **Sheet No. 27**

---

**NORTHWESTERN ENERGY - SOUTH DAKOTA**  
**REQUEST FOR TELEMETERING SERVICE**

In order to provide gas transportation service under the terms of the Gas Transportation Tariff a customer must have telemetry equipment installed. According to the terms of the tariff, the customer will be billed for all costs relating to the installation of the required telemetry equipment. This charge will be considered a non-refundable contribution in aid of construction. NorthWestern Energy (NWE) will retain ownership of the equipment and be responsible for maintenance. The charges include an income tax gross-up of the contribution amount.

D

The standard labor and equipment charged to the customer include the following:

- 1) Cost of the telemetering hardware
- 2) Hardware necessary to retrofit existing meter (electrocorrector installation)
- 3) Labor required to modify meter
- 4) Labor required to install telemetering equipment

D

The telemetering installation costs will be billed as an additional item on the monthly transportation billing. If you would like NWE to bill your gas supplier for these charges, please enter the supplier's information below. You, as the customer of NWE, will have responsibility for these charges should payment not be received by NWE from the supplier designated.

Gas Supplier to be billed: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Return this executed Request for Telemetering Service to:

NorthWestern Energy  
600 Market Street W.  
Huron, South Dakota 57350  
Phone: (605) 352-8411 or 1-800-245-6977  
FAX: (605) 353-8346

Agreed to by: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

---

**Date Filed:** May 20, 2011

**Effective Date:** December 1, 2011

Jeff J. Decker  
**Issued By: Specialist Regulatory**



**SOUTH DAKOTA GAS RATE SCHEDULE**

**NORTHWESTERN ENERGY**  
**HURON**  
**SOUTH DAKOTA**

Section No. **6**  
1<sup>st</sup> Revised Sheet No. **28**  
Canceling Original Sheet No. **28**

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**EXTENDED SERVICE AGREEMENT**

NAME(S) \_\_\_\_\_ DATE \_\_\_\_\_

SERVICE ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_

ACCOUNT NO. \_\_\_\_\_ RATE NO. \_\_\_\_\_ BILLING CYCLE \_\_\_\_\_

The undersigned Customer and NorthWestern Energy ("NWE") agree that natural gas will be provided by Company to Customer as follows: T

(1) Customer has natural gas requirements of at least 2,000 therms per day and is receiving natural gas service from NWE under the rate listed above. T

(2) During the term of this Agreement, the rate per therm of natural gas delivered by NWE to Customer will be subject to the discounts on the non-gas portion of the commodity rate in accordance with the following: T

<b>Years Remaining in Contract Term</b>	<b>Discount</b>
More than four	8 percent
Four	4 percent
Three	3 percent
Two	2 percent
One	1 percent

(3) The term of this Agreement shall be five years, beginning with the execution of this Agreement.

(4) All provisions of NWE's filed tariff listed above, including NWE's General Terms and Conditions, all as amended from time to time and filed with the South Dakota Public Utilities Commission, not specifically changed by this Agreement shall apply. T

Accepted and approved this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

NORTHWESTERN ENERGY                      CUSTOMER

By \_\_\_\_\_ By \_\_\_\_\_ T

Title \_\_\_\_\_ Title \_\_\_\_\_

---

Date Filed: October 28, 2005

Effective Date: January 1, 2006

Jeffrey Decker  
Issued By: **Regulatory Specialist**



SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
Sheet No. 30  
2nd Revised  
Canceling 1st Revised Sheet No. 30

DATE

CUSTOMER NAME  
ADDRESS  
CITY STATE ZIP

Account Number: XXXXXXXX-X  
Service Address: <Service Address>

Dear <Customer>

Paying your Northwestern Energy monthly budget bill is important. NorthWestern's Budget Payment Plan is a convenient way of paying the same amount each month. Because your budget account is past due, it is in the process of being removed from the Budget Payment Plan. Once the account is removed from this program, the account balance will be billed in full. If you would like to discuss your account, please contact a representative immediately at 1-800-245-6977.

NorthWestern's Budget Payment Plan makes paying your monthly utility bill easy. To make this process even easier we offer NorthWestern's EZ Pay. With NorthWestern's EZ Pay, your utility bill is automatically paid from your bank account on the day you choose. To sign up for NorthWestern's EZ Pay or to get more information, please call our Customer Contact Center at 1-800-245-6977.

Sincerely,

NorthWestern Energy  
Collections Department

Date Filed: December 5, 2008

Service on and after  
Effective Date: January 15, 2009

Jeffrey Decker  
Issued By: Regulatory Specialist

SAMPLE FORMS

NORTHWESTERN PUBLIC SERVICE COMPANY  
HURON  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 31  
Canceling Sheet No. 31

NORTHWESTERN PUBLIC SERVICE COMPANY  
33 Third ST SE P O BOX 1318  
Huron, South Dakota 57350-1318  
Telephone 1-800-245-6977

MONTH 99, 9999

Customer Name  
Mailing Address  
City, State 99999-9999

Account Number: 9999999-9  
Service Address: xxx

Dear Customer First Name,

After reviewing our records, we noticed that within the past 12 months, you received three or more disconnection notices on your utility account or had service disconnected one or more times. According to our credit policy, this demonstrates unsatisfactory credit.

Because of this, your account has been set up to bill you a deposit equal to one sixth of your estimated annual utility billings. This deposit has been set up in the amount of \$9999.99. Your account will be billed in four installments of \$9999.99 beginning with your next bill.

To re-establish satisfactory credit with Northwestern Public Service Company, you must not have had service disconnected for nonpayment of a bill for services rendered and have received less than three disconnection notices for a twelve month period. Your deposit will automatically be refunded to your account for the full amount of the deposit plus interest upon re-establishment of satisfactory credit.

If you wish to discuss your account with a collection representative, please contact our 24-hour Customer Service Center at 1-800-245-6977.

Sincerely,  
NWPS  
Collection Department

Date Filed: December 3, 1997

Effective Date: January 5, 1998

R.F. Leyendecker  
Issued By: Vice President – Market Development

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA**

Original

**Section No. 6  
Sheet No. 32**

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Original

Section No. 6  
Sheet No. 33

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 34

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{var id=SYSTEMDATE}

{var id=CUSTNAME}  
{var id=ACCTADDR 1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}

Dear {var id=CUSTNAME},

NorthWestern Energy recently received a non-sufficient funds payment in the amount of \${var id=AMOUNT1} for the above account. Your account has been removed from the EZ Pay Program due to non-sufficient funds history.

Your service may be discontinued if your payment is not received within 5 business days from the date of this letter. To avoid further action, please pay the above amount with an additional \${var id=AMOUNT2} service charge in the form of cash, money order, or cashier's check at one of our convenient walk-in offices (visit NorthWesternEnergy.com for office hours in your area). You may also make a payment using your credit/debit or ATM card (additional fees will apply) by calling 877-361-4927, or online at NorthWesternEnergy.com

Please note that NorthWestern Energy will return any payments not made by cash, money order, cashier's check, debit or credit card for a period of up to 12 months.

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. at 800-245-6977.

Sincerely,

NorthWestern Energy  
Customer Care  
Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 35

~~{var id=SYSTEMDATE}~~

~~{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}~~

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}~~

~~Service Address: {var id=SVCADDR}~~

~~Dear {var id=CUSTNAME},~~

~~Our records indicate you are enrolled in NorthWestern Energy's Budget Billing Program. This program is a convenient way of paying the same amount each month. The review of your account shows that payment is past due. If the past due amount is not received within 10 days from the date of this letter, the account will be removed from the program prior to your next billing. If the account is removed from the program the actual account balance will be applied to your next billing statement. To be eligible for re-enrollment in the Budget Billing Program the total account balance needs to be resolved.~~

~~NorthWestern Energy's Budget Billing Program makes paying your monthly utility bill easy. To make this process easier, we offer NorthWestern Energy's EZ Pay Program. With NorthWestern Energy's EZ Pay Program, your utility bill is automatically withdrawn from your bank account on the day of your choice.~~

~~If you have any questions or would like to make payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):~~

- ~~—Montana and Wyoming: 888-467-2669~~
- ~~—South Dakota and Nebraska: 800-245-6977~~

~~Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.~~

~~Sincerely,~~

~~NorthWestern Energy  
Customer Care  
Department~~



SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 36

{var id=SYSTEMDATE}

N

{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}

N  
N  
N  
N  
N

Account Number: {var id=ACCOUNTX} {var id=ACCTCKDGT}

N

Service Address: {var id=SVCADDR}

N

RE: Budget Bill Annual Review

N

After an annual review of your Budget Bill amount, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.

N  
N

During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.

N  
N  
N  
N  
N  
N  
N

If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):

N  
N

- Montana and Wyoming: 888-467-2669
- South Dakota and Nebraska: 800-245-6977

N  
N

Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.

N  
N

Sincerely,

N

NorthWestern Energy  
Customer Care  
Department

N  
N

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 37

~~{var id=SYSTEMDATE}~~

N

~~{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}~~

N  
N  
N  
N  
N

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}~~

N

~~Service Address: {var id=SVCADDR}~~

N

~~You are currently enrolled in our Budget Billing program. Because you have a large credit balance on your account, our program can no longer calculate an accurate Budget Billing amount.~~

N  
N

~~Your account has been removed from our Budget Billing program. If you would like to re-enroll in our Budget Billing program, please contact us and we can review your account with you.~~

N  
N

~~If you have any questions, please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):~~

N

- ~~— Montana and Wyoming: 888-467-2669~~
- ~~— South Dakota and Nebraska: 800-245-6977~~

N  
N

~~Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.~~

N  
N

~~Sincerely,~~

N

~~NorthWestern Energy  
Customer Care  
Department~~

N  
N

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 38

~~{var id=SYSTEMDATE}~~

N

~~{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}~~

N  
N  
N  
N  
N

~~Account Number: {var id=ACCOUNT} {var id=ACCTCKDGT}~~

N

~~Service Address: {var id=SVGADDR}~~

N

~~RE: Budget Billing Welcome Letter~~

N

~~Thank you for participating in NorthWestern Energy's Budget Billing Program. By enrolling in this program, you level out the seasonal highs and lows of your utility bill by dividing your energy use into equal monthly payments. We have calculated that your monthly budget bill amount will be \${var id=BUDGETAMT}, and will begin with your next bill.~~

N  
N  
N  
N

~~As a Budget Billing customer, your monthly statements will include a summary of current charges, current account balance and current Budget Bill amount due. Budget Billing plans are reviewed throughout the year. If your energy use goes up or down compared to last year or energy prices change, it may be necessary to adjust your Budget Billing amount accordingly. We will notify you prior to any changes becoming effective. If you have any questions about the balances of your account, please contact us and we can review your account with you.~~

N  
N  
N  
N  
N  
N

~~Please note your continued participation in the program requires we receive your Budget Bill payment by the due date each month. If you decide to discontinue participation in the program or close your account, the actual account balance will be applied to your next billing statement.~~

N  
N  
N

~~If you have any questions please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):~~

N

~~Montana and Wyoming: 888-467-2669  
South Dakota and Nebraska: 800-245-6977~~

N  
N

~~Or you can stop by one of our convenient walk-in offices. Visit NorthWesternEnergy.com for office hours in your area.~~

N  
N

~~Sincerely,~~

N

~~NorthWestern Energy  
Customer Care Department~~

N  
N

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Section No. 6  
Original Sheet No. 39

~~{var id=SYSTEMDATE}~~

N

~~{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}~~

N  
N  
N  
N  
N

~~Account Number: {var id=ACCOUNT}-{var id=ACCTCKDGT}~~

N

~~Service Address: {var id=SVCADDR}~~

N

~~RE: Budget Bill Quality Review~~

N

~~After a review of your Budget Billing account, we have adjusted your monthly amount to \${var id=BUDGETAMT} beginning with your next bill.~~

N  
N

~~During this review, we calculate your base Budget Bill amount by looking at your previous 12 month's consumption at the current energy rates. Fluctuating costs of electricity or natural gas and changes in energy use in your home or business may affect base Budget Bill amounts. We also divided your actual balance of \${var id=ARBALANCE} by 12 and added or subtracted it to your base Budget Bill amount to arrive at the new monthly amount. If a balance is owing on your account, you may make an additional payment to decrease the balance to lower your new Budget Bill amount. Please contact us if you choose this option and we can review your account with you.~~

N  
N  
N  
N  
N  
N  
N

~~If you have any questions or would like to make an additional payment (fees may apply), please call us Monday through Friday, 7 a.m. to 6 p.m. (local time):~~

N  
N

~~—Montana and Wyoming: 888-467-2669  
—South Dakota and Nebraska: 800-245-6977~~

N  
N

~~Or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.~~

N  
N

~~Sincerely,~~

N

~~NorthWestern Energy  
Customer Care  
Department~~

N  
N

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
**SOUTH DAKOTA**

**Section No. 6**  
**Original** **Sheet No. 40**

N



DATE

CUSTOMER NAME  
STREET ADDRESS  
CITY, STATE ZIP CODE

Dear Customer,

Attached to this correspondence is a Continuous Service Agreement. By electing to participate in this optional program, utility services will remain active in your name when utility services at the property you own or manage are discontinued.

A portion of the agreement has been completed with the information you provided. Please verify the accuracy of the information. In addition, you must identify the properties covered under this program on the "Property List" page of the agreement. If you need additional space, please make a copy of the Property List page or contact NorthWestern Energy and we will provide another form for your convenience.

Contact us in the future with any changes applicable to this agreement, such as adding or deleting properties or updating your notification information (mailing address, phone number, email, etc.).

Please sign and date the agreement prior to submitting the document to NorthWestern Energy. Retain a copy for your records.

NorthWestern Energy  
Attn: Customer Care  
11 E Park St  
Butte MT 59701  
(888) 467-2669  
Fax: (406) 497-4950  
[custserv@NorthWestern.com](mailto:custserv@NorthWestern.com)

If you have any questions, please call us Monday - Friday, 7 a.m. to 6 p.m. (local time):

- Montana and Wyoming: 888-467-2669
- South Dakota and Nebraska: 800-245-6977

Or stop by one of our convenient walk-in offices. As walk-in hours may vary, please go to [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for more information.

Sincerely,

NorthWestern Energy  
Customer Care Department

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY  
SIOUX FALLS  
SOUTH DAKOTA

Original

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<b>NorthWestern Internal Use Only</b>	
Customer #	_____
Internal #	_____
Reference #	_____

**CONTINUOUS SERVICE AGREEMENT**

This Continuous Service Agreement ("*Agreement*") is entered into by and between NorthWestern d/b/a NorthWestern Energy ("*NorthWestern*") and \_\_\_\_\_ ("*Responsible Party*") and is effective as of the date processed by NorthWestern.

- Service Options. NorthWestern offers two continuous service agreement options:  
**Move Out / Non Payment:** Services are automatically transferred to the Responsible Party upon tenant's request to discontinue service or nonpayment of service. This applies even if the tenant remains in the property.  
**Move Out Only:** Services are automatically transferred to the Responsible Party only upon tenant's request to discontinue service.
- NorthWestern's Obligations. As of the effective date services are discontinued in accordance with the option selected above, NorthWestern will: (i) transfer responsibility for utility charges into the name of the Responsible Party; and (ii) attempt to notify the Responsible Party of this change. If the Responsible Party requests NorthWestern to discontinue service, and another party does not assume responsibility, NorthWestern will disconnect utility service. NorthWestern is not obligated to transfer service if the Responsible Party is past due on any financial obligation to NorthWestern for services on any account
- Responsible Party Obligations. Responsible Party shall notify NorthWestern of any changes to the Property List, ID Information for the Responsible Party and Authorized Parties, and contact information.
- Authorization. Responsible Party may authorize users to obtain information and conduct business on behalf of the Responsible Party.

There are two levels of authorization that can be granted to users; Information Only and/or Full Authorization. It is responsibility of the Responsible Party to select an identifying form of ID for the type of authorization chosen, each type of authorization requires a unique ID.

ID information must be 8 to 30 characters and should not include any special characters or spaces. The Responsible party will ensure that the appropriate users have the ID information as it will be verified when conducting business with NWE.

The type of authorization and corresponding ID information listed below is associated to all of your NWE account(s).

Please verify the accuracy of the following:

- No Authorization:**  
Other than the Responsible Party, no other users will be authorized.
- Information Only:**  
Authorized to receive all account information as requested. Not responsible for debt accrued on accounts.  
**ID Information:** \_\_\_\_\_
- Full Authorization:**  
Authorized to receive and modify all account information, including but not limited to payment arrangements, changing a mailing address, discontinuing billing, terminating service, establishing new accounts, as requested. Full Authorization also allows authorized parties to remove properties from Agreement. Not responsible for debt accrued on accounts.  
**ID Information:** \_\_\_\_\_

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
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5. Disconnection. NorthWestern may discontinue any utility service covered under this Agreement in accordance with the tariffs, rules and regulations of the applicable state utility commission.
6. Suspension and Termination. This Agreement may be suspended or terminated as follows:
- 6.1 Suspension: This Agreement may be suspended by NorthWestern if past due monies are owed by the Responsible Party for property listed, or previously listed, on this Agreement. If the current tenant requests discontinuance of service and this Agreement is suspended, NorthWestern will make a reasonable attempt to notify the Responsible Party that utility services will be disconnected as a result of the suspension of this Agreement. Prior to removing the suspension, all past due balances must be paid.
- 6.2 Termination: This Agreement may be terminated for cause by NorthWestern upon a breach of this Agreement or the failure of Responsible Party to pay balances for property listed, or previously listed, on this Agreement. NorthWestern may terminate this Agreement if past due balances are more than 90 days. If terminated pursuant to this paragraph, NorthWestern will make a reasonable attempt to notify the Responsible Party. If this Agreement has been terminated, the Responsible Party must cure the breach or pay past due balances on all NorthWestern accounts before reactivating this Agreement. NorthWestern may also terminate this Agreement: (i) at any time upon 30 days prior written notice; and (ii) without further notice if written notifications to the Responsible Party are returned undelivered and NorthWestern is unable, after reasonable effort, to identify current contact information for the Responsible Party. Termination does not relieve Responsible Party of the obligation to pay for utility services incurred.
- Responsible Party may terminate this Agreement at any time by providing written or verbal notice to NorthWestern.
7. Conflicts. In the event of a conflict between the terms of this Agreement and NorthWestern's gas or electric tariffs, rules and regulations established by the applicable state utility commission, the terms of the tariffs, regulations or rules prevail. All terms of this Agreement are subject to modification upon notice by NorthWestern if required as a result of changes in applicable tariffs, rules and regulations and laws amended or enacted after the date of this Agreement.
8. Information. This Agreement does not authorize the Responsible Party or Authorized Parties to any information of a NorthWestern customer at a property subject to this Agreement, other than the average annual utility usage.
9. Connect Fees. Responsible Party is not required to pay connect fees when responsibility for services are transferred to Responsible Party. If the Responsible Party requests services be disconnected, connect fees (if applicable) will be charged when services are resumed in the Responsible Party's name.
10. Limitation of Liability. NorthWestern's liability under this Agreement is limited in accordance with applicable tariffs governing continuity of utility services.
11. Miscellaneous. Responsible Party shall not assign this Agreement without the prior written consent of NorthWestern. A waiver by either party of any right or conditions of this Agreement will not limit the right of a party to enforce such right or conditions at a later date. If any portion of this Agreement is held to be void or unenforceable, the balance will continue to be effective. Except as permitted by Sections 3 and 4 to allow for the periodic updating of the Property List and Authorized Parties, this Agreement will not be modified, amended or changed in any respect except by a written document signed by the parties. This Agreement constitutes the entire agreement of the parties. Covenants or representations not contained or incorporated therein are not binding upon the parties. Handwritten revisions to this Agreement are of no effect and are not binding against the parties.

The parties understand and acknowledge that this Agreement will be effective on the date that NorthWestern processes a completed Agreement.

\_\_\_\_\_  
Signature of Responsible Party

\_\_\_\_\_  
Printed Name & Business Title

\_\_\_\_\_  
Date

**SAMPLE FORMS**

**NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY**  
**SIOUX FALLS**  
**SOUTH DAKOTA**

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**PROPERTY LIST**

Please confirm the account name, phone number(s), email and mailing address listed below are appropriate for all accounts covered by this Agreement.

**Please note:** In addition to verifying the Authorized Party ID listed above, Authorized Parties with Full Authorization will need to know your Account ID information listed on your accounts such as federal tax id, social security number, date of birth, state id, driver's license, etc. We do not list your Account ID information in order to protect your privacy.

Account Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

**Mailing Address:**

Street Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Additional Phone #: \_\_\_\_\_

Street Address, Unit ID (if appropriate), City, State, and Service Agreement Option **must** be listed below for all properties you wish to have covered by this Agreement.

Street Address <small>ex. 123 Main ST</small>	Unit ID <small>ex. apartment</small>	City and State <small>ex. Butte MT</small>	Service Agreement Option <small>Move Out / Non Payment or Move Out</small>