



CUSTOMER NOTICE OF APPLICATION TO THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION FOR REGULATORY REVIEW OF NATURAL GAS RATES

NorthWestern Energy submitted an application to the South Dakota Public Utilities Commission on June 21, 2024 for a regulatory review of our natural gas rates.

Current NorthWestern Energy South Dakota natural gas rates were set using cost information from 2010.

Since then, NorthWestern Energy has invested \$82.1 million in our South Dakota natural gas infrastructure to continue our commitment to providing reliable, sustainable energy service at the most affordable rates possible to our customers.

Investments include:

- Automated Meter Reading technology to replace manually read meters
- Maintenance of NorthWestern Energy's 1,747 miles of natural gas distribution pipeline in South Dakota serving 63 communities

NorthWestern Energy is requesting a 9.1% increase, \$6 million, in our South Dakota natural gas revenues.

For a residential customer the rate increase, if our request is approved by the South Dakota Public Utilities Commission, would mean a monthly bill increase of \$8.38 or 7.92% for a customer using 100 therms of gas in a month.

NorthWestern Energy is asking for the regulatory rate review to ensure that our customers will continue to be served by a financially sound company with access to low-cost capital to continue efficient investments that ensure reliable, safe energy service for customers.

We recognize that our rate request will impact our customers during a period when other prices are also increasing. NorthWestern Energy is committed to helping customers who may be struggling with their bills. Customers concerned about their ability to pay their energy bill can contact NorthWestern Energy for information about energy assistance programs and to arrange flexible payment options. NorthWestern Energy also helps customers with access to critical government and community assistance funding programs through the Low Income Home Energy Assistance Program (LIHEAP), the Weatherization Assistance program and the Energy Crisis Intervention Program.

There are many options available to participate in the natural gas regulatory rate review process.

You can view the actual rate case filing online at www.NorthWesternEnergy.com/SDRateReview and/or at the SDPUC Web site: <https://puc.sd.gov/>



A copy of the filing will also be available at each of our office locations, where you can request a copy to look at in-person. As a Northwestern Energy South Dakota customer you can also directly participate in the public process that is undertaken by the SDPUC.

According to state law, a customer has a right to join with 24 other customers to file a written objection to a rate increase and request that the SDPUC suspend the rate increase and hold a public hearing to determine if the rate increase should be allowed (please refer to SDCL 49-43A-12).

If you have any questions about our natural gas services or the proposed rate increase, please call our customer service number at 800-245-6977.