

{var id=NOTICEDATE}

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

DISCONNECT NOTICE 1

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

Dear {var id=CUSTNAME},

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

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

Please disregard this notice if payment has been made.

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.

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

Please call our Contact Center at **1-800-245-6977** for assistance.

Customer Service representatives are available Monday – Friday, 7:00am. – 6:00pm. or you can stop by one of our convenient walk-in offices. Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com) for office hours in your area.

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 and are unable to resolve with the utility pay the undisputed portion of the bill and appeal the disputed amount to the South Dakota Public Utilities Commission by calling 1-800-332-1782 or by writing to 500 East Capitol Avenue, Pierre, SD 57501 to discuss the disputed amount.

Sincerely,

NorthWestern Energy  
Customer Care Department  
1-800-245-6977

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