SECTION 6

SAMPLE FORMS

NORTHWESTERN ENERGY
HURON
SOUTH DAKOTA

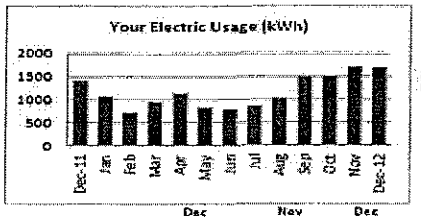
Section No. 6
8th Revised Sheet No. 1
Canceling 7th Revised Sheet No. 1

L,T

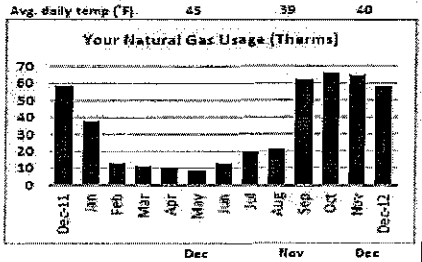
NorthWestern Energy
40 E Broadway St.
Butte, MT 59701-9394
www.northwesternenergy.com
Customer Service: 1-800-245-6977

CUSTOMER: SD JOHN RESIDENTIAL
ACCOUNT NUMBER: 1234567-9
ACCOUNT DESCRIPTION: HOME ACCOUNT
BILLING DATE: 12/11/2012

Service Address: 101 N RIVER ST ABERDEEN SD 57401



	Dec 2011	Nov 2012	Dec 2012
Days of Service	32	31	31
kWh Used	1406	1074	1805
Cost per kWh	$0.10	$0.12	$0.09
Avg. kWh per day	43.9	34.6	54.3
Avg. cost per day	$4.19	$4.24	$4.44
Avg. daily temp (°F)	45	39	40



	Dec 2011	Nov 2012	Dec 2012
Days of Service	32	31	31
Therms Used	58	37	57
Cost per Therm	$0.51	$0.46	$0.40
Avg. Therm per day	1.8	1.2	1.8
Avg. cost per day	$1.78	$1.51	$1.73
Avg. daily temp (°F)	45	39	40

DUE DATE	TOTAL AMOUNT DUE
12/31/2012	$209.17

ACCOUNT SUMMARY

Previous Balance			$	155.84
Payments Received	12/11/2012	Thank you	$	(155.84)
Current Charges			$	197.33
Taxes			$	11.84
Total Amount Due			$	209.17

SUMMARY OF CURRENT CHARGES

	Utility Service		TOTAL
Electric Service	$ 137.51	$	137.51
Unmetered Service	$ 6.07	$	6.07
Natural Gas Service	$ 53.75	$	53.75
Total Current Charges	$ 197.33	$	197.33

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 $160.00.

IMPORTANT ACCOUNT INFORMATION

MESSAGE BOARD

Questions about your bill or service? Call the NorthWestern Energy Customer Contact Center TOLL FREE at 1-800-245-6977 (Monday through Friday, 7 a.m.-6 p.m. Central Time) or visit us at: www.Northwesternenergy.com.

Please return this portion of your bill with your payment. 0000000000000 0000000020917 0000000020917

ACCOUNT NUMBER	DUE DATE	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
1234567-9	12/31/2012	$209.17	

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

JOHN RESIDENTIAL SAMPLE 4
101 N RIVER ST
ABERDEEN SD 57401-4404

NORTHWESTERN ENERGY
BUTTE, MT 59707-0001

0000 00000000 12345678 0000020917

Date Filed: July 25, 2013

Effective Date: Service on and after September 1, 2013

Jeffrey Decker
Issued By: Regulatory Specialist

GE13-002

SAMPLE FORMS

NORTHWESTERN ENERGY
HURON
SOUTH DAKOTA

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

L,T

NorthWestern Energy

www.northwesternenergy.com

NorthWestern Energy: 1-888-245-6977
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: 1-800-218-4939

Customers with unresolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 605-773-3201 or write the PUC at 500 East Capitol Ave, Pierre, SD 57501.

Current Rates Effective 11/1/2012

ELECTRIC SERVICE RATES

Service Charge		$ 5.00
Delivery Chg	200 @	$ 0.068660
	600 @	$ 0.067660
	200 @	$ 0.061660
	200 @	$ 0.050660
	9999999 @	$ 0.027660
Elec Fuel Purch Power		$ 0.025170

Current Rates Effective 12/2/2012

GAS SERVICE RATES

Service Charge		$ 8.00
Delivery Chg	30 @	$ 0.307000
	999999 @	$ 0.178200
Purch Gas Commodity		$ 0.514480

Rate definitions and how to calculate your bill may be found on our website: www.northwesternenergy.com

1234567-8 Page 2
JOHN RESIDENTIAL SAMPLE 4
Service Address: 101 N RIVER ABERDEEN SD 57401

UTILITY SERVICES

ELECTRIC SERVICES

Read Dates From	Read Dates To	Days	kWh Meter Readings Previous	kWh Meter Readings Current	Read Code	Meter Mult	Billed kWh	Demand Read	Demand Usage
11/05/12	12/06/12	31	34767	36450	Actual	1	1683		

Meter Number: 1067696 Rate: 10 - Residential Electric
HOUSE METER

Customer Charge		$	5.00
Energy Charge	1683	$	90.15
Electric Fuel Purchase Power	1683	$	42.36
Electric Services Total		$	137.51

UNMETERED SERVICES

Read Dates From	Read Dates To	Days	Number of Units	Usage per Unit	Billed kWh
11/12/12	12/11/12	29	1	93	93

BEHIND GARAGE Rate: U10 - Reddy Guard Residential

Lighting 175 MV Unmetered		$	3.73
Electric Fuel Purchase Power	93	$	2.34
Electric Unmetered Services Total		$	6.07

NATURAL GAS SERVICES

Read Dates From	Read Dates To	Days	Meter Readings Previous	Meter Readings Current	Read Code	Meter Volume	Conversion Pressure	Average BTU Factor	Billed Therms
11/05/12	12/06/12	31	3207	3264	Actual	57	0.970808	1.026484	57

Meter Number: 2016761 Rate: 81 - Residential Natural Gas

Customer Charge		$	8.00
Energy Charge	57	$	16.42
Purchase Gas Commodity	57	$	29.33
Natural Gas Services Total		$	53.75
TOTAL UTILITY SERVICES		$	197.33

TAXES

South Dakota State Sales Tax	4.00%	$	7.89
Aberdeen City Sales Tax	2.00%	$	3.95
TOTAL TAXES		$	11.84

When you provide a check as 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: July 25, 2013

Effective Date: Service on and after September 1, 2013

Jeffrey Decker
Issued By: Regulatory Specialist

GE13-002

(SHEET LEFT BLANK INTENTIONALLY)

NORTHWESTERN ENERGY
HURON
SOUTH DAKOTA

Section No.6
6th Revised .Sheet No. 3
Canceling 5th Revised Sheet No. 3

CUSTOMER NAME
MAILING ADDRESS
CITY. STATE ZIP

Notice of Intent to Disconnect Service

DATE
Account Number:
Service Address:

Dear CUST01vlER NAME.

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount $999,999.99 Totnl Amount of Bill 5999.999.99

Please disregard this notice if pnyment has beenmnde. We are willing to work with you to resolve the payment of your utility account, which may include possible payment arrangements. Please call a representative at our Customer Contact Center at 1-800-245-6977.

Unless payment of $999.999.99 is received prior 1099/99/9999 service will be disconnected. Once service is disconnected, in addition to payment of the uti lity bill, a reconnectiol1 fee of $49.00 plus tax during business hours ($69.00 plus tax after business hours) will be required before your utility service is restored.

y ou have the right 10 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 Ihal disconnection would aggravate a resident's existing illness or handicap.

If you believe that some or aU of the charges are in error, we encourage you to contact us to discuss the disputed charges. If we can not resolve the dispute, you should pay the undisputed portion of the bill and then appeal the disputed amount 10 the South Dakota Public Utilities Commission.

Sincerely.
NorthWestern Energy
Collections Dept.

Date Filed: October 26, 2007
Effective on less than 30 days notice by authority of the Public Utilities Commission of South Dakota, dated 11/2012007.

Effective Date: Service on and after November 20, 2007
Jeffrev Decker
Issued By: Regulatory Specialist

EL07-023

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

NOTICE OF INTENT TO DISCONNECT SERVICE

MONTH 99, 9999

Customer Name
Mailing Address
City, State 99999-9999

Account Number: 9999999-9
Service Address: _____

Dear Customer First Name,

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount $999,999.99 Total Amount Of Bill $999,999.99

We are willing to work with you to resolve the payment of your utility account. Please call a collection representative at our 24-hour Customer Service Center 1-800-245-6977.

Unless payment of $999,999.99 is received prior to Month 99, 9999 service will be disconnected. Also, service will be disconnected unless an additional payment of $999,999.99 is received prior to Month 99, 9999. If service is disconnected, it will not be restored without payment of your bill and a reconnection fee. During the months of November through March, this notice includes an additional 30 days before disconnection.

You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, State capital Building, 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 illness or handicap.

If you believe that some or all of the charges are in error, we encourage you to contact us to discuss the disputed charges. If we can not resolve the dispute, you should pay the undisputed portion of the bill and then appeal the disputed amount to the South Dakota ?ublic Utilities Commission.

Sincerely,
NWPS
Collection Department

NORTHWESTERN PUBLIC SERVICE COMPANY
33 Third ST SE POBOX 1318
Huron, South Dakota 57350-l3l8
Telephone l-800-245-6977

NOTICE OF INTENT TO DISCONNECT SERVICE

MONTH 99, 9999

Customer Name
Mailing Address
City, State 99999-9999

Account Number: 9999999-9
Service Address:

Dear Customer First Name,

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount $999,999.99 Total Amount Of Bill $999,999.99

We are willing to work with you to resolve the payment of your utility account. Please call a collection representative at our 24-hour Customer Service Center l-800-245-6977.

Unless payment of $999,999.99 is received prior to Month 99, 9999 service will be disconnected. If service is disconnected, it will not be restored without payment of your bill and a reconnection fee.

You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capital, Pierre, SO 5750l, telephone number l-BOO-332-l782.

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 that some or all of the charges are in error, we encourage you to contact us to discuss the disputed charges. If we can not resolve the dispute, you should pay the undisputed portion of the bill and then appeal the disputed amount to the South Dakota Public Utilities Commission.

Sincerely,
NWPS
Collection Department

CUSTOMER NAME
MAILJNG ADDRESS
CITY, STATE ZIP

DATE

RE: ACCOUNT NUMBER

Dear CUSTOMER NAME

NorthWestern Energy has received a return payment in the amount of$X,XXX.XX 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 temlination 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.northwestemenergy.com

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

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 payment to your nearest NorthWestern office. N

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. T

Sincerely,

NorthWestern Energy
Collections Department

CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

N

Notice of Intent to Disconnect Service
Due to Broken Agreement

DATE
Account Number:
Service Address:

Dear CUSTOMER NAME,

NorthWestern Energy and a customer listed on the above account, had previously agreed upon an arrangement for payment of past due utility charges. Unfortunately, that arrangement has defaulted and the account is now subject to disconnect.

Unless the past due balance on the account of $X,XXX.XX is paid prior to DATE, service will disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee of $4900 plus tax during business hours ($69.00 plus tax after business hours) will be required before your utility service is restored. A deposit of one-sixth the estimated annual billing, or an increase to a current deposit to that level, will also be charged.

If you have questions in this regard, to make a payment, or to advise us of payment, please call our Customer Contact Center at 1-800-245-6977 to speak with a representative.

Your immediate response is greatly appreciated.

Sincerely,
NorthWestern Energy
Collections Dept.

CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

N

PAST DUE NOTICE

DATE

Dear CUSTOMER NAME,

We still have not received settlement of your past due final bill.

Further action will be taken if this matter is not settled promptly.

Please mail your payment by return mail or call our Customer Contact Center at 1-800-245-6977 if you have any questions regarding your account or if you need to discuss possible payment arrangements.

Sincerely,
NorthWestern Energy
Collections Department

Account No: XXXXXXX-X Amount Due: $X,XXX.XX

Service At: SERVICE ADDRESS

Please return this portion with your payment

NORTHWESTERN ENERGY
HURON
SOUTH DAKOTA

Original
Canceln"g

Section No.6
Sheet No. 8.1
Sheet No. 8.1

CUSTOMER
MAILING ADDRESS
CITY, STATE ZIP

N

FINAL DEMAND

DATE

Dear CUSTOMER NAME,

We have made repeated requests for payment of your final bill. Please mail your payment by return mail or call our Customer Contact Center at 1-800-245-6977 if you have any questions regarding your account or if you need to discuss possible payment arrangements.

Unless payment of your account is made within 10 days, we will refer this matter to a collection agency for further action.

Sincerely,
NorthWestern Energy
Collections Department

Account No:999999-9 Amount Due:$999,999.99

Service At: SERVICE ADDRESS

Please return this portion with your payment

Date Filed: October 26, 2007

Effective Date: **Service on and after** November 20, 2007

Effective on less than 30 days notice by authority of the Public Utilities Commission of South Dakota, **dated 11/2012007.**

Jeffrey Decker
Issued By: Regulatory Specialist

EL07-033

DATE

First Name Last Name
Address I Address 2
Address 3
Address 4

RE: Account #: ••***** *

Dear: First Last Name

NorthWestern Energy has received a non-sufficient payment in the amount of $999.999.99 on the above account.

Please pay the above amount in addition to a $15.00 service charge by DATE to avoid further action, including possible disconnection of services. Please remit your payment of cash, money order or cashier's check to your nearest NorthWestern office.

If you have any questions or concerns, or to make a payment via credit card, please call us at 1-800-245-6977. If the above balance has already been paid, please disregard this notice. Thank you for your payment.

Sincerely,

NorthWestern Energy
Collections Department

T
I
I
I
I
I
I
I
I
I
I
I
I
I
I
I
I
I
C

T

(SHEET LEFT BLANK INTENTIONALLY)

(SHEET LEFT BLANK INTENTIONALLY)

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
1st Revised Sheet No. 11
Cancelling Original Sheet No. 11

Form 246
3/90 (Rev)

Account No. _____ (N)
Cycle No. _____

SEPARATELY METERED
RESIDENTIAL SPACE HEATING OR COMBINATION
SPACE HEATING AND COOLING INSTALLATION
APPLICATION AND AGREEMENT (Rate No. 14)

NAME(S) _____ DATE _____

SERVICE ADDRESS _____ TOWN _____

The undersigned Customer represents to Norlhwcslcm Puhlic Service Company ("Company") thai it has at Customers dwelling an electric space heating instnllalion or combination space hcnling and cooling inslallalion (heat pump) of 240 volls single phase, which is permanently installed and separately metered (rom all other electrical usage at the dwelling. Customer will purchase, instan, and maintain all required electrical equipment for service under Ihis agreement, except for the meier which the ,Company will supply and mainlain.

For the service requcsted, Customer ngrcs 10 pay Company at Company's rates and under Ihe provisions of Company's Electric Rate Schedules and General Terms and Conditions of service 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 10 permit construction and maintenance of Customer's eleclric service. Customer further grnnts Company the: right to inspect Customer's install:llion to insure compliance with the provisions of this agreement.

Service pursuant to this agreement is intended exclusively for approved Customer equipment which is used to supply electric space heating requirements or combination space heating and cooling (heat pump). Connection oC olher equipment 10 this circuit shall resuilin termination of this agreement nnd restitution to Company of the difCerence belween lhe appropriate charges under Rate 10 for the preceding twelve (12) months or since service began under this agreement, whichever is less and theamaun. billed under Ihis agreement during such period.

Customer herewith deposits with Company S as a guarantee for the prompt payment of all accounts for service, to be held subJect to the condition slated In the recciptls.<ued by Company.

This agreement shall be Cor a leoo oC lcn (10) years Crom the date oC commencement oC service under this agreement.

This agreement shall be binding upon Dnd inure to the benefit of the parties and their respective successors and assigns. (N)

Aecepled and approved this _____ day oC , 19 _____

CUSTOMER

_____

_____

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

Connected Load KW

Date Filed: March 9, 1990 Effective Date: April 1, 1990

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

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section Noo 6
2nd Revised Sheet No. 12
Cancelling 1st Revised .Sheet No. 12

Form 249
3/90 (Rev)

Account No. _____ (N)
cycle No. _____

RESIDENTIAL DUAL-FUEL AND CONTROLLED SERVICE
APPLICATION AND AGREEMENT (Rate Noo 15)

NAME(S) _____ DATE _____

SERVICE ADDRESS _____ TOWN _____

TIle undersigned Customer represents to Northwestern Public Service (OCompany") thai It hllS Ihe following:

O **A wuter heater Installation willi a tIme clock or other timing device which will restrict service to tIe Installation to hours** prescribed by the Company. Electrical energy will be supplied for a minimum o[10 hours during Bny 24 hour period. The Installation contains a tank capacity of not less than SO gnllons and an electric capacity of aot more than 5,000 watts at 240 **volts, single phase service.** (C)

☐ A dual·fuel space healing Installallon where electric space heating represents ti,e primary source o[space beatIng [or Ibe dwelling. The electric heating equipment, designed to opernte at 240 volts single phase, Is an alternate source oC space heating to fuels other than natural gas or electricity. Unless a Waiver o[Responsihillty has been signed by Customer (see below), Ihe Inslallatlon Is wired so Ibat when electric service Is Interrupted, heating responsibility Is Immediately and automatically shifted 10 the alternately fueled beating syslem. Company may Interrupt such electric service "ilhout any notIce to Customer. **TIle dunl-fuel system controls, fnns, pumps nnd other associated** equipment are not Included on the Interruptible circuit.

All electric service under this agreement shall be separately metered, with Customer purchllSing, Installing, nnd malnlJlining all required additional electrical equipment except [or the meter. Company will supply and maintain all meterlag. Wiring by Customer shall be such that meters and controls are located outside the dwelling, nnd where meters and controls are separate, they shall be located llS close together as possible. Customer sball supply aod mainlJlln the necessary low vollage relay and approved relay swlldltng device In a sealable enclosure to enoble **Company to control Customer's loads.**

For the service requested, Customer agrees **to pay Company ot Company's rates and under tIe provisions Of** Company's Electric Rate Schedules and General Terms and CandItioas oC service as amended [rom tIme 10 time and med with the South Dakola Public Utilities Commission.

Customer hereby agrees to grant to Company sucb easemenl as may be necessary to permit construction and maintenance or Customec's electric service. Customer [urtber grants Company the rigbt to Inspect Customer's installatlon to Insure compliance with the provisions or this agreement.

Service pursuant to this agreement Is intended exclusively for tile uses designated above. Connection of olher equipment to sucb eircuit(s) shall result In lerminatlon o[this agreement and restilutlon 10 Compnny o[the diITerence between the nppropriale applicable charges had all service metered bereunder been combined with customer general purpose usage metered and billed pursuant to standard Rate No. 10 or 11 as appropriate [or the preceding twelve (12) months or since service brgan under this agreement, whichever Is less nnd tIe omount actually billed during sucb period.

Date Filed: March 26, 1991 Effective Date: May 1, 1991

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

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
1st Revised Sheet No. 12.1
Cancelling Original Sheet No. 12.1

Form 249
3/90

Customer herewith deposits with Company $ _____ 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 the Company.

This agreement shall be a term of ten (10) years from the date of commencement of service under this agreement.

This agreement shall be binding upon and inure to the benefit of the parties and their respective successors and assigns. (N)

Accepted and approved this ____ day of _____, 19 ___.

CUSTOMER

_____

_____

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

WAIVER OF RESPONSIBILITY

In lieu of the above provisions of this agreement requiring Customer to have the dual-fuel space heating installation wired so that heating responsibility is immediately and automatically shifted to the alternately fueled heating system upon electric service interruption, Customer and Company hereby agree as follows:

(1) Customer waives any claim for damages or injuries to persons or property resulting from such interruption of electric service.

(2) Customer will indemnify and hold the Company harmless from any claim by third person arising from such interruption of electric service.

Accepted and approved this ____ day of _____, 19 _____.

CUSTOMER

_____

_____

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

Connected Load ____ KW

Date Filed: March 9, 1990 Effective Date: April 1, 1990

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

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

1st Revised
Cancelling Original

Form 249
3/90

Customer herewith deposits with Company S as a guarnnlcc for the prompt payment oC all accounts for service, 10 be held subject lo lhe condilions slaled in lhe receipl issued by th. Company.

'11is agreement shall be a term of len (10) years from the dale DC commencement oC service under this agreement.

This ngrccmcnt shall be binding upon and inure to the benefit oC the parties and their respective successors and assigns. (N)

Accepled and approved Ihis ____ day of , 19

CUSTOMER

_____

_____

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

WAIVER OF RESPONSIBILITY

In lieu of the above provisions oC this agreement requiring Customer 10 have the dual-ruel space heating installation wired so thai heating responsibility is hnmedialely and aUlomalically shined to Ihe allemately fueled healing system upon eleclrie service inlerruplion. Cuslomer and Company hereby agree as follows:

(I) Customer waives any claim for damages Dr injurie., lo persons Dr property resulting (rom such interruption of electric service.

(2) Customer will indemnify "nd hold lhe Company harmless from "ny claim by third person arising from such inlerruption Of electric service.

Accepled and approved this ____ day of ____, 19____

CUSTOMER

_____

_____

NORTHWESTERN PUBLIC SERVICE COMPANY

By _____

Its _____

connected Load KW

Date Filed: March 9, 1990 Effective Date: April 1, 1990

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

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
Original Sheet No. 13
Cancelling _____ Sheet No.

Fllml250
10/84

DISCOUNTED ENERGY OPTION
APPLICATION AND AGREEMENT

NAME(S) _____ DATE _____

SERVICE ADDRESS CITY _____

ACCOUNT NO. APPLICABLE STANDARD RATE NO. _____ BiLLING CYCLE

The undersigned Cuslomer and Nurthwestern Puhlic Service Company ("C'ompauy"j agree that eleclric service will be provided by Company to Cuslomer as follnws:

(I) Customer. has received e1eclric service from Company during the past twelve (12) months at the ahove service address.

(2) Customer's monthly charge for electric usage under this agrcement will bc Cllstomer's Base Period Munthly Charge ("flPMC"). which is Cnstomer's most recent available twelve months hislorical usage (calculated on Ihe attached Exhihit A), plus an energy chargc of SO.033 per kilowatt hour plus applicahle fuel and lax adjustment riders for all kilowatt hours. The minimum monthly bill will be Customer's IlPMC.

(J) This ralc for electric service "hall relllaill ill effect for twelve Illoulhs from the dale service is commenced onder Ihis agreement. Annual exlensions of Ihis agreement will occur automal ically ullless writtell notice of tcrminatioll is givell hy Customer or Company thirly (30) days prior to cud uf Iwelve moulh periud.

(4) Service under this agreement will he fllrnished under Company's General Terms and COlldilious as amended from lilllC (o tlnic IUIII filed wilh Ihe South Dakola Public Utilities Commissiou,

(5) Cuslomer herehy agrees to grant 10 Compally such easement as mllY be necessary to permit construction Illld mlliuleuauee of Cuslolller's electric service.

Aecepled lind approved this day of _____ 19

NORTHWESTERN PUBLIC SEHVICE COMPANY

By _____

IIs _____

EXI'ECI'ED SOURCE OF ADDITIONAL CONSUMI'r10N:

O Added energy consuming appliances principally _____

O Change in consumplion hnhits principnlly _____

CUSTOMER

_____
Firm Name

fly _____
Signnture

_____ _____
An IndividulI (s)

_____
Address

Date Filed: October 11, 1984 Effective Date: October 15, 1984

Issued By: R. F. Leyendecker

*** NORTHWESTERN PUBLIC SERVICE COMPANY ***

Option X Base Period Monthly Charge Calc

Account # 999999 Customer's Name
Premises # 99999

Year	Month	Days	Metered Usage	Manual Usage	Current Rate Cost
1997	Nov	99	999.99	999.99	99.99
	Oct	99	999.99	999.99	99.99
	Sep	99	999.99	999.99	99.99
	Aug	99	999.99	999.99	99.99
	luI	99	999.99	999.99	99.99
	Jun	99	999.99	999.99	99.99
	May	99	999.99	999.99	99.99
	Apr	99	999.99	999.99	99.99
	Mar	99	999.99	999.99	99.99
	Feb	99	999.99	999.99	99.99
1997	Jan	99	999.99	999.99	99.99
1996	Dec	99	999.99	999.99	99.99

Use Date: __/__
Start Date:__ 1 –
Accept BPMC (Y/N):_

Units X .01146: 999.99 (R)
Base Period Annual Charge: 999.99
Base Period Monthly Charge: 99.99

Date Filed: May 22,1998

Effective Date: August I, 1998

R F. Levendecl{cr
Issued by: Vice President-Market Development

8-001

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

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

Form 251
3/90 (ReV)

Account NOo
cycle NOo

eN)

APPLICATION AND AGREEEMENT
FOR NEW OR INCREASED
ELECTRIC COMMERCIAL AND INDUSTRIAL SERVICE

Name Date

Service Address Town

I11C undersigned Customer represents to Northwestern Public Service Company (Company) that it Iias:

D New Commercial and Industrial electric loads representing minimum additional demand requirements of 5 KW or greater,

D Increnscd Commercial and Industrial electric loads representing minimum additional demand requirements of 5 K\V or grealer over Customer's highcsi load requirement cstablished after May I, 1983 and prior to the date of this Agreement.

Description oC New ar Increased Electric Commercial and Industrinl Lond

CuslOOlcr's Highest Established E1eclrie Load aller May 1, 1983 KW

Customer requests Company 10 furnish electric service as follows:

Eleclric Rale Schedule ☐ 21 ☐ 33
☐ 2S ☐ 34

Incentive Rider ☐ N
☐ I

For the service requested, Customer agrees 10 pay Company at Company's rates and under the provisions of Company's Eleclric Rate Schedules and General Terms and Conditions a5 amended from lime to time nnd filed wilh the South Dakota Public Utilities Commission. \Vhcn two or more rate schedules of Company are avnilable for Customer's service nceds, Customer shall select (he rate schcdulc(s) to be applied, and such seleclion may nol be chnnged within a 12-month period unless there is a substantial chnnge In the character or conditions of his service.

Customer hereby agrees [0 grant to Company such easement as mny be necessary 10 pcrmil construction nnd maintenance oC CUSlomer's electric service.

Customer herewith deposits with Company S as a guarantee for the prompt payment of all «ccounls (or service, tQ be held subject \0 'he conditions stated in the receipt issued by Company.

Aecepled and Approved Ihis ____ day or
_____"19_O

CUSTOMER

Firm Nnme

By
Signalure

AND

An Individual

Address

NORTHWESTERN PUBLIC SERVICE COMPANY

By

Its

Date Filed: March 9, 1990 Effective Date: April 1, 1990

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

(SHEET LEFT BLANK INTENTIONALLY)

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
1st Revised Sheet No. 16
Cancelling Original Sheet No. 16

(SHEET LEFT BLANK INTENTIONALLY) (L)

Date Filed: December 30, 1992 Effective Date: February 1, 1993

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

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 themselves 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

(SHEET LEFT BLANK INTENTIONALLY)

NORTHWESTERN PUBLIC SERVICE COMPANY
33 Third ST SE POBOX 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: xxxxxxxxxxxxxxxx

Dear Customer First Name,

Per our recent conversation you ("customer"), and Northwestern Public Service Company have agreed to the following terms and conditions of the utility bill payment arrangement schedule:

1. Customer agrees to pay Northwestern for utility services billed to customer as well as any additional charges upon such sum. The payment schedule that Northwestern and customer have agreed to is.

Date Due:	99/99/9999	Amount Due:	$999,999.99
Date Due:	99/99/9999	Amount Due:	$999,999.99
Date Due:	99/99/9999	Amount Due:	$999,999.99
Date Due:	99/99/9999	Amount Due:	$999,999.99
Date Due:	99/99/9999	Amount Due:	$999,999.99

2. Customer agrees to make all scheduled payments on the dates specified.

3. Northwestern Public Service agrees not to disconnect utility service to customer at the above address so long as customer makes timely payments according to the payment schedule.

4. Customer agrees that if he or she fails to meet the payment schedule, Northwestern may, without further notice, disconnect utility service to customer.

Sincerely,
NWPS
Collection Department

(SHEET LEFT BLANK INTENTIONALLY)

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

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

Residential Customer Information

We're here to serve you!

Northwestern Public Service Company

South Dakota

Date Filed: November 18, 1991

Effective Date: December 10, 1991

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

Residential CustoDier Information

We're here to serve you!

Northwestern Public Service Company

South Dakota

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

TO NWPS CUSTOMERS

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.

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.

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." !f 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.

!fa 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 3D-day period by presenting a physician's certificate stating that disconneciton 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.

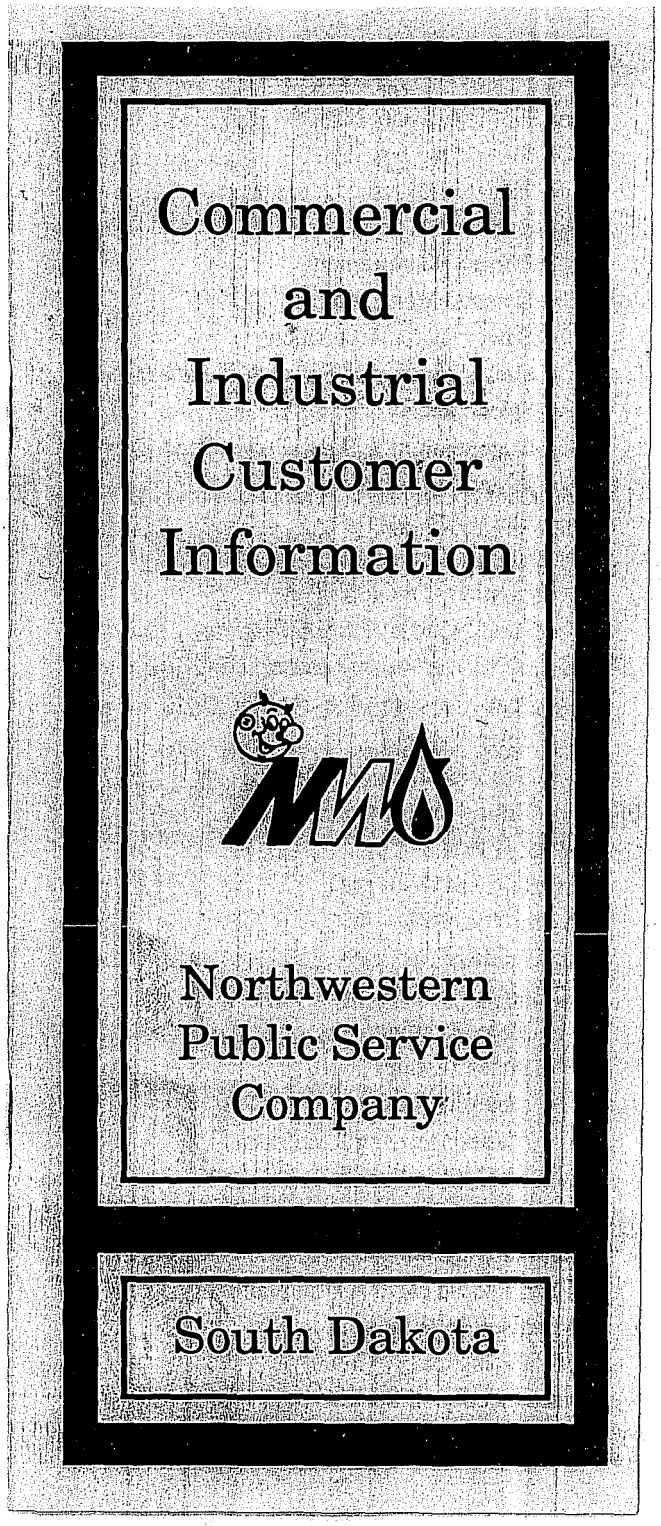
CALL BEFORE DIGGING

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 distrjhution facilities.

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Section No. 6
1st Revised Sheet No. 21
Cancelling -O-r-i-g-i-n-al--- Sheet No. 21

S. D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS



Effective Date: May 22, 1992

R. F.Leyendecker
Vice President-Rates & Regulation

N

Name
Address
City ST Zip

DATE

Dear

Account Number:
Case Number:
Deposit Amount:
Number of Installments:

We have received notice from the Bankruptcy Court in regards to your Bankruptcy case. NorthWestern Energy has established a new account for all charges that occur after your filing date. All charges outstanding prior to your filing will remain on file with NorthWestern Energy pending Discharge of Debtor Notification from the Bankruptcy Court.

You have demonstrated unsatisfactory credit with NorthWestern Energy; therefore the additional deposit will be billed along with your monthly energy charges in the number of installments indicated above. A $10.00 Customer Connection Charge, per service, will also afpear on your first bill. NorthWestern Energy will hold the deposit for 12 months, after 2 months of satisfactory credit your deposit plus accrued interest will be refunded to your account.

If you have any questions or concerns regarding your account with us, please feel free to contact our 24-hour Customer Contact Center at 1-800-245-6977.

Sincerely,

Northwestern Energy
Collections Department

DATE

CUSTOMER NAME
ADDRESS
CITY STATE ZIP

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

Dear <Customer>

Paying your Northwestern Energy monthly budget bill is inlportant. NorthWestern's Budget Payment Plan is a convenient way ofpaying the same amount each month. Because your budget accolmt 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.

NorthWestem'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 Payor to get more information, please call our Customer Contact Center at 1-800-245-6977.

Sincerely,

NorthWestern Energy
Collections Department

NORTHWESTERN PUBLIC SERVICE COMPANY
33 Third ST SE POBOX 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: _____

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

NORTHWESTERN PUBLIC SERVICE COMPANY
HURON,
SOUTH DAKOTA 57350

Cancelling 1st Revised Original

Section No. 6
Sheet No. 21
Sheet No. 21

S. D. CUSTOMER INFORMATION FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

Commercial and Industrial Customer Information

Northwestern Public Service Company

South Dakota

Date Filed: May 4, 1992

Effective Date: May 22, 1992

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

Commercial and Industrial Customer Information

Northwestern Public Service Company

South Dakota

CONTENTS

General Facts About NWPS 2
PUC Regulation 2
How You Are Billed 3
Electric Service 3
- Energy Measurement
- Demand Measurement
- Power Factor Adjustment
- Fuel & Purchased Power Adjustment
- Sales Taxes
- Cogeneration & Small Power Production
- Protection Service
- Electric Motors

Natural Gas Service 6
- Contract Demand
- Purchased Gas Cost Adjustment Clause
- BTU Adjustment Clause
- Peak Shaving Adjustment
- Sales Taxes
- Gas Transportation Service
- Billing Day & Curtailment

Optional Rates 8
An Estimated Utility Bill 8
Paying Your Bill 9
Late Payment Charge 9
Measuring Your Energy Usage 10
- Meter Reading
- Meter Testing
- Metering Equipment
- Master Metering Restrictions

Resale of Utility Service Prohibited 12
Customer Connection Charge 12
Continuity of Service 12
If You Should Have A Complaint 13
In Case of A Dispute 13
Establishing Utility Credit 14
Disconnection of Service 15
Call Before Digging 18

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 fmd 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 generat-lng, 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 (including approximately 1,700 farm customers)	53,212
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 l00-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 detennined 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 IS-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. →

• Power Factor Adjustment

NWPS may install metering equipment to letermine the average power factor of a :ustomer's installation. Power factor is a measurenent of the relationship between real power (the ıseful power that does work) and apparent power volt-amperes needed to supply magnetizing curent which causes energy to flow through fluores-:ent lamps, motors, and transformers owned by the :ustomer). If such average power factor is less han 95%, the customer's measured demand or :nergy may be adjusted according to a formula ,rovided in NWPS's rate schedules. NWPS will vork with customers to help them achieve a 95% ır higher average power factor. ,

• Fuel and Purchased Power Adjustment

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

• Sales Taxes

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

• Cogeneration and Small Power Production

Under the Public Utility Regulatory Policies ıct of 1978, power production and cogeneration acilities which have received qualifying status rom the Federal Energy Regulatory Commission re authorized to make an interconnection with the lectric systems of public utilities, such as NWPS. 'o obtain further information about such an interonnection, 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 :ubic feet (CCF). The bill shows the present and lrevious readings of your gas meter. Subtracting he previous reading from the present reading and lpplying any multiplier that may be shown will ;ive you the CCF used since the last meter reading late.

• Contract Demand

For many NWPS commercial and industrial irm rate schedules, a customer's bill is determined ›y measuring the CCF of gas consumed and the :ustomer's CCF of daily contract demand. Such laily contract demand represents the firm ,gas 'olumes contracted by the customer.

• Purchased Gas Cost Adjustment Clause

A customer's natural gas rate per CCF is in-:reased or decreased by an adjustment amount :qual 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 ;as with a heating value of 1000 British Thermal lnits (BTUs) per cubic foot A customer's netered consumption in CCF volumes will be ad-usted upward or downward so that he is billed for ıı equivalent of 1000 BTUs per cubic foot.

• Peak Shaving Adjustment

NWPS uses propane as a peak shaving fuel luring periods of heavy customer usage. The rates ıs approved by the PUC to be charged by NWPS nelude a base peak shaving propane fuel cost A :ustomer's metered consumption in CCF volumes vill be adjusted upward or downward for the dif-erence between the actual average peak shaving)ropane 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 TransportaUon 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. →

for Interruptible Customers, continued.

NWPS will endeavor to give a customer as nuch notice as possible with respect to curtailment)f service. A customer must provide and maintain :omplete standby facilities and have available at ıll times sufficient standby fuel to maintain coninuous plant operations during complete curtailnent in the delivery of natural gas.

OPTIONAL RATES

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

New electric customers or those with increased oad requirements may fmd NWPS's New Busiless Incentive Rider (Option N), Increased Usage ncentive Rider (Option 1), or Discounted Energy)ption Rider (Option X) will result in energy cost savings ror their firms.

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

AN ESTIMATED UTILITY BILL

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

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

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 Gust 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

Nonnally, your electric and/or natural gas neter is read each month by an NWPS employee. This reading is made at intervals which coincide as :losely as possible with a 30-day cycle. This nonthly 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 esting 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 con[ucted. 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 s found to have an error of 2% or more. The result)f 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 nore, a charge or refund covering the error will be nade. The time period for this charge or refund nay not exceed six months, unless it can be established that the error was due to some cause, the date)f which can be fixed with reasonable certainty, in vhich case the refund or charge shall be computed, rom that date.

• Metering EqUipment

NWPS furnishes customer meters; however, :ustomersare required to furnish, install, and' naintain their own meter mounting devices, such as meter sockets, meter pedestals, and metering :nclosures.

For gas installations the customer furnishes,)wns, 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 pennitted 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 u1timate 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; donnitories; campgrounds; other residential facilities of a purely transient nature; central heating or cooling systems; central ventilating systems; central hot water systems; residential multi-' pIe 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 orrenovation 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 wou1d beimpractical, uneconomical, or unfeasible.

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

RESALE OF UTILITY SERVICE PROHIBITED

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

CUSTOMER CONNECTION CHARGE

NWPS has been authorized to include a "Cus-Dmer Connection Charge" in its billing proce-lures. Use of the Customer Connection Charge vill more accurately identify costs to NWPS's cus-Dmers by assuring that those customers who are esponsible for the expenses of connection or econnectign will pay for them. Under this tariff lrovision, any customer who moves into or relo-ates within NWPS's service area, and who re-luests utility service, will be assessed a service onnection charge.

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

CONTINUITY OF SERVICE

NWPS attempts to provide continuous service IUt cannot guarantee an uninterrupted or undis-urbed supply of electric or natural gas service. The Company is not responsible for any loss or lamage resulting from the interruption or distur-lance of service for any cause other than gross legligence by NWPS or its employees, and NWPS s not liable for any loss of profits or other conse-luential damages resulting from the use of service Ir 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 heir monthly bills, a fact which we appreciate very nuch. Some customers, however, seem to fmd it lifficult to maintain a prompt payment record. In :ases such as these, NWPS has found it necessary .0 establish certain policies and procedures to deal with non-payment of bills. These policies and pro-:edures are designed to protect not only NWPS, mt also the customers who do maintain prompt layment records.

The credit history of anyone applying for ser-*rice* with NWPS will be reviewed. If a customer lemonstrates satisfactory credit by traditional neans or by providing his payment history with his lrior utility company, no security deposit will be ·equired. A customer who does not establish satis-'actory credit will be required to establish credit by· me of the four means listed below. If a deposit is 'equired of a customer, it will be returned with in-.erest at the end of any twelve-month period during which the customer has demonstrated satisfactory :redit, as defined below.

A present customer who has had one or more lisconnections of service in the last year or three)r more disconnection notices in the last year or las an undisputed outstanding debt with NWPS ;hall be deemed to have demonstrated unsatisfac-:ory credit In the event that a customer iemonstrates unsatisfactory credit, NWPS will re-quire 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 10-cated on customer premises for meter reading, inspection, maintenance, replacement of equipment, or to conduct investigations for hazardous conditions. →

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.

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.

CALL BEFORE DIGGING

If you are planning any excavation or construe-· tion 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