

SAMPLE FORMS

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

Section No. 6
7th Revised
Sheet No. 2
Canceling 6th Revised
Sheet No. 2

{var id=NOTICEDATE}

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

L

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=DATE1}, 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

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 800-332-1782.

Residential disconnection may be postponed for a 30-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.

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).

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

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: March 25, 2019
EL19-014

Effective Date: May 2, 2019
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	9th Revised Sheet No. 3
SOUTH DAKOTA	Canceling 8th Revised Sheet No. 3

Customer Service Guide

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The customer service guide can be found at:

N

www.NorthWesternEnergy.com/SDServiceGuide

N

New Customer Handbook

N

The new customer handbook can be found at:

N

www.NorthWesternEnergy.com/SDCustomerHandbook

N

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SAMPLE FORMS

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

Original

Section No. 6
Sheet No. 3.1

Form No. 2927 09/18



L,N

Construction Application

Service Requested

Residential (new): ☐ Electric ☐ Natural Gas
Commercial (new): ☐ Electric ☐ Natural Gas
Subdivision (new): ☐ Electric ☐ Natural Gas
Utility Relocation: ☐ Electric ☐ Natural Gas
Service Removal: ☐ Electric ☐ Natural Gas
Service Conversion: ☐
Lighting: ☐
Irrigation: ☐
Temporary Electric: ☐
(May not be available in all areas)



**Know what's below.
Call before you dig.**

Customer Information

Customer/Company Name (Billing Name): _____
Primary Contact Number: _____ Secondary Contact Number: _____
Mailing Address: _____ City: _____ State: _____ Zip: _____
Service Address: _____ City: _____ State: _____ Zip: _____
(City or County new address assignment may be necessary)
Did you have a previous service with NorthWestern Energy at another address? Yes ☐ No ☐
If Yes, Address: _____
Email Address: _____

New Service Information

Building Information: Square Footage: _____ ft²
Residential: ☐ House ☐ Mobile Home ☐ Garage ☐ Multiplex Housing (# of units _____)
Commercial: ☐ Office ☐ Retail ☐ Restaurant ☐ Other (Describe _____)
Subdivision: ☐ Residential (# of Lots _____) ☐ Commercial (# of Lots _____)

Residential Load Information:

Voltage: ☐ 120/240 ☐ Other: _____ Panel Size: _____ (Amps)
Primary Heat Source: ☐ Electric ☐ Natural Gas ☐ Other: _____
Natural Gas Load: _____ btu/hr (total load of all natural gas appliances)

Commercial/Irrigation Load Information:

Panel Size: _____ (Amps) H.P. _____ (irrigation)
Voltage: ☐ 1Φ ☐ 120/240 ☐ 240/480 (MT ONLY)
☐ 3Φ ☐ 120/208 ☐ 120/240 ☐ 240/480 (MT ONLY) ☐ 277/480
Natural Gas Load: _____ btu/hr (total load of all natural gas appliances)

Please Note: Customer load sheets and design information is typically required for commercial electric and natural gas service installations. Load sheets may be provided by NorthWestern Energy.

Completed By: _____ Date: _____

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

As a result of your conversation with NorthWestern Energy on {var id=SYSTEMDATE}, you have agreed to be the guarantor of utility services for:

As a guarantor, you will be responsible for any unpaid utility bills effective {var id=DATE1} on the account. This agreement is in effect for one year from the date of this letter or until you provide NorthWestern Energy with 60 days written notice that you would like to be removed as a guarantor on this account.

During the next 12 months, if the account is closed or disconnected for non-payment and a balance remains unpaid by the customer, this balance will be transferred to your account, and an outside collection agency may be utilized to collect the balance.

It is your responsibility to inform NorthWestern Energy of changes of address, etc. to ensure we are able to contact you regarding the status of the account you have guaranteed.

If you have any questions, please call NorthWestern Energy at 800-245-6977. Customer service representatives are available Monday-Friday, 7 a.m. - 6 p.m.

Date _____

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SAMPLE FORMS

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

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

RE: Account Number: {var id=ACCOUNTX}-{var id=ACCTCKDGT}
Balance: {var id=AMOUNT1}
Service Address: {var id=COMMENT2}
Disputed Name: {var id=COMMENT1}

Dear {var id=CUSTNAME}:

You recently contacted our office to dispute your responsibility for the account above. It is important you complete the enclosed questionnaire and return it to us for review. You must also provide reasons as to why you believe these charges are not yours, as well as any evidence that supports these claims, two (2) forms of identification, and a police report stating that the charges billed to you were without your knowledge.

Please have the form notarized. It is important that you read and complete the instructions as indicated in this packet. If you do not complete all of the requirements, we will continue to hold you responsible for this bill. Upon receipt of the requested information, we will review your situation and make a determination regarding the disputed charges. We will contact you once a decision has been reached.

Please return the completed packet and documentation to:

NorthWestern Energy
Credit and Collections
Department 40 E. Broadway St.
Butte, MT 59701

We will not change the name on this account until proof of the new responsible party is provided.

Sincerely,

NorthWestern Energy
Customer Care Department

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SAMPLE FORMS

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

**Section No. 6
Original Sheet No. 5.1**

Account Number: {var id=ACCOUNTX}-{var id=ACCTCKDGT}
Service Address: {var id=COMMENT2}

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QUESTIONNAIRE TO BE COMPLETED BY PERSON DISPUTING BILL

Name of person disputing the bill _____

Current address _____

Current phone number _____

Employer phone number _____

Social Security number _____

Landlord's phone number _____

Have you ever lived at the disputed service address? Yes _ No _

If yes, during what time frame? _____

Have you ever had a disputed bill with North Western Energy? Yes _ No _

If yes, during what time frame? _____

Do you recognize the address on the disputed account? Yes _ No _

If yes, what is the name of the person it belongs to and what is their relationship to you? _____

Did you have utility service in your name during the time of the disputed account? Yes No

If yes, what was your address? _____

What utility company was it with? _____

What is their telephone number so we can verify service? _____

Do you know who placed this bill in your name? Yes _ No _

If yes, who? _____

What is their relationship to you? _____

What is their current address and phone number? _____

By signing below, I acknowledge that I did not request service at the address listed on the previous page, and therefore, did not incur the charges. I have filed a police report and will prosecute the responsible person.

YOUR PRINTED NAME

YOUR SIGNATURE

NOTARY SIGNATURE AND SEAL

**Date Filed: March 25, 2019
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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

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



Form No. 3574 03/12

NWE Internal Use Only	
Reference #	
Internal #	

LETTER OF AUTHORIZATION ADDING CO-RESPONSIBLE PARTY TO AN ACCOUNT

I, _____, authorize NorthWestern Energy to add
(*NorthWestern Energy Customer Name)

_____ as a Co-Responsible Party to my NWE Account.
(Co-Responsible Third Party – please print)

I understand that as a Co-Responsible Third Party, _____ will be financially responsible for all billed services and fees provided by NorthWestern Energy for the premise located at _____ as of _____. Also, he/she
(Service Address) (City) (State) (Date)
may request to be discontinued as a Co-Responsible Third Party for this account at any time. I further understand all Co-Responsible Third Parties are authorized to make changes to this account, including but not limited to making credit arrangements, changing the mailing address, and disconnecting services.

(Signature of NWE Customer) (Printed Name) (Date)

*Required to list one form of Account ID Information: _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

I, _____, _____, accept financial responsibility
(Co-Responsible Party – Please Print) (Relationship to NWE Customer)
for all billed services and fees provided by NorthWestern Energy for the premise located at _____ as of _____. I further
(Service Address) (City) (State) (Date)
understand that I shall be held liable for such debt accrued until such time that I notify NorthWestern Energy that I am no longer responsible.

(Signature of Co-Responsible Party) (Printed Name) (Date)

List two forms of ID Information: _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

Phone Numbers: Work _____ Employer _____
Home _____

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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SAMPLE FORMS

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

Section No. 6
6th Revised Sheet No. 7
Canceling 5th Revised Sheet No. 7



Form No. 8578 05/12

NWE Internal Use Only	
Customer #	
Internal #	

If you wish to have NorthWestern Energy release account information to another party on a one-time basis only, please fill out the information below. Please be sure to sign, date, and complete ID information.

ONE TIME RELEASE OF INFORMATION

I, _____, authorize NorthWestern Energy to release the following
*NorthWestern Energy Customer Name/Authorized Agent (please print)
Information to _____
*Recipients Name (please print) *Mailing Address
_____ for the account(s)/service address(es) listed below.

*Information to be Released:

(please check the appropriate box - All information released includes Customer/Account Name - Acct # - Service Address)

- ☐ Usage Information - List dates within last 24 months:
From _____ To _____
- ☐ Billing Information - payments/monies owing
- ☐ Letter of Credit Reference
- ☐ Other Information as listed: _____

ACCOUNT NAME: _____

Select one of the options below:

☐ All Accounts or ☐ Specific Account Number(s): _____

list specific account #(s)

or ☐ Specific Service Addresses:
(if account # unknown)

list specific service address(es)

(* Signature of NWE Customer/Authorized Agent)

(Printed Name & Business Title)
(If Applicable)

(Date)

Phone #: _____

*Required to list one form of Account ID Information: _____

*(circle ID Type) Social Security # Federal Tax ID # Date of Birth State ID # Driver's License #

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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

5th Revised
Canceling 4th Revised

Section No. 6
Sheet No. 8
Sheet No. 8



Form No. 3584 03/10

NWE Internal Use Only	
Customer #	
Internal #	

LETTER OF AUTHORIZATION RESIDENTIAL ACCOUNTS

As a Residential customer with NorthWestern Energy, you may request that additional parties be authorized to act on your behalf with NorthWestern Energy for all your Residential accounts or just for the accounts as specified below.

There are two types of authorization that may be granted to your additional parties:

- **Information Only** - NorthWestern Energy is authorized to release all account information as requested.
- **Changes** - NorthWestern Energy is authorized to release all account information and to make modifications to account information, such as credit arrangements, changing a mailing address, disconnecting service, etc.

Third Parties listed will not be responsible for debt accrued on your account(s).

ACCOUNT NAME: _____

Select one of the options below:

☐ All Accounts or ☐ Specific Account Number(s): _____

NorthWestern Energy is authorized to allow the following individuals the appropriate authorizations as specified:

Relationship Examples: Family, Roommate, CaseWorker, etc.

Acceptable ID Types: Social Security #, Date of Birth, Driver's License #, State ID #

Third Party Name	Relationship	ID Information* (*required)	ID Type* (*specify)	Phone #	Information Only (Check one box only)	
					Information Only	Changes
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>

(Signature of NorthWestern Energy Customer)

(Printed Name)

(Date)

*In order to process your request, please provide one form of Account ID: _____

*(circle ID Type) Social Security # Date of Birth Driver's License # State ID #

*Required to list Phone #: Home _____
Work _____

NOTE: Some of the information requested in this form is considered "sensitive Personally Identifiable Information (PII)". Completed forms must be stored in an access-controlled environment. Once the form has been approved for destruction it must be shredded. Refer to the Records Management Policy for additional information regarding PII.

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY Section No. 6
SIOUX FALLS 8th Revised Sheet No. 9
SOUTH DAKOTA Canceling 7th Revised Sheet No. 9

UTILITY SERVICE CONSTRUCTION AGREEMENT

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This Utility Service Construction Agreement (the "Agreement") is made and entered into effective as of _____, 20__ by and between NorthWestern Energy (the "Company") and _____ (the "Customer"). Capitalized terms have the meaning set forth in NorthWestern Energy's Electric Rate Schedule and the NorthWestern Energy Gas Rate Schedule (collectively the "Tariffs" and individually the "Gas Tariff" or "Electric Tariff"), which sets forth service, installation and contribution rules and regulations established by the South Dakota Public Utilities Commission (the "Commission"). The Tariffs are available at <http://www.northwesternenergy.com/account-services/whats-included-in-your-total-bill/tariffs-and-rates/south-dakota-tariffs-and-rates>.

RECITALS

WHEREAS, Customer has applied for natural gas or electrical service from the Company; and

WHEREAS, in accordance with the Tariffs, the Company and Customer are entering into this Agreement to clarify the rights and responsibilities of the parties related to the installation of the facilities required to provide service to Customer's premises;

NOW, THEREFORE, the parties agree as follows:

AGREEMENT

1. **SERVICE AND CONTRIBUTION REQUIREMENTS.** Company agrees to install, operate and maintain facilities generally described as _____ and specifically described in Quote _____, which is incorporated herein by this reference (the "Quote"), to serve Customer at _____ in accordance with the requirements of the Tariffs. Customer agrees to comply with the terms and conditions of this Agreement and remit to Company the total contribution of \$_____, which may include a federal tax surcharge and administrative/engineering fees and is more fully described as follows:

1.1 **Service.** Customer has requested the following service pursuant to the Tariffs:

ELECTRICAL

NATURAL GAS

<input type="checkbox"/> Residential (Rate 10)	<input type="checkbox"/> Residential Gas Service (Rate 81)
<input type="checkbox"/> Residential with Space Heating (Rate 11)	<input type="checkbox"/> General Gas Service (Rate 82)
<input type="checkbox"/> Residential Space Heating and Cooling (Rate 14)	<input type="checkbox"/> Commercial and Industrial Firm (Rate 84)
<input type="checkbox"/> Residential Dual-Fuel and Controlled (Rate 15)	<input type="checkbox"/> Commercial & Industrial Interruptible (Rate 85)
<input type="checkbox"/> Interruptible Irrigation (Rate 16)	<input type="checkbox"/> Commercial and Industrial Contract (Rate 86)
<input type="checkbox"/> Irrigation (Rate 17)	<input type="checkbox"/> Gas Transportation Customer (Rate 87)
<input type="checkbox"/> General Service (Rate 21)	
<input type="checkbox"/> Commercial Water Heating (Rate 23)	
<input type="checkbox"/> Commercial Space Heating and Cooling (Rate 24)	
<input type="checkbox"/> All-Inclusive Commercial (Rate 25)	
<input type="checkbox"/> Commercial and Industrial (Rate 33)	
<input type="checkbox"/> Large Commercial and Industrial (Rate 34)	
<input type="checkbox"/> Point to Point Distribution Only (Rate 38)	
<input type="checkbox"/> Controlled Off Peak (Rate 70)	
<input type="checkbox"/> Reddy Guard (Rate 19)	
<input type="checkbox"/> Street and Area Lighting System (Rate 56)	

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

Original

Section No. 6
Sheet No. 9.1

- 1.2 Electrical. Company may elect to install overhead or underground facilities to extend service to Customer; provided, however, that the Customer may request underground service pursuant to the Electric Tariff. The parties agree to the following electrical service installation in accordance with the Electrical Tariff:

N

Underground extension of 0-150 feet. For underground electric services, Company will install facilities to extend a service line without charge to the extent of 150 feet of cable along the shortest feasible route from the distribution line to the point of service attachment.

Underground extension of 150-500 feet. For underground electric services requiring more than 150 feet of cable, Customer will make a non-refundable contribution of \$1.00 per foot exceeding the 150 feet.

Overhead extension of 0-500 feet. For services with overhead extension lengths of 0-500 feet, Company will install facilities to extend a service line without charge along the shortest feasible route from the distribution line to the point of service attachment.

Underground and overhead extensions over 500 feet. For services with primary and/or secondary extension lengths over 500 feet, a contribution in aid of construction ("CIAC") may be required, based on the economics of the service.

- 1.3 Natural Gas. The parties agree to the following natural gas service installation in accordance with the Gas Tariff:

Residential - Primary Heating Source. Residential customers using natural gas as their primary heating source and for water heating will be charged a \$90 connection fee for the first 150 feet of service pipe. If the distance is beyond 150 feet, a CIAC may be required upon completion of an economic feasibility study. The distance is _____.

Residential - Other Use. For residential customers using natural gas for space heating only, fireplace only, water heating only, natural gas grill only, or any combination other than primary space heating and water heating, as described above, a CIAC may be required upon completion of an economic feasibility study. The distance is _____.

Mobile Home. Mobile Home customers using natural gas as their primary heating source and for water heating will be charged a \$75 connection fee for the first 50 feet of service pipe. If the distance is beyond 50 feet, a CIAC may be required upon completion of an economic feasibility study. The distance is _____.

Commercial and Industrial Customers. An economic feasibility study is required. A CIAC may be required upon completion of the study. The distance is _____.

Whenever an economic feasibility study is required by this Section 1.3, the Company will take into consideration the total cost of serving the Customer and the expected revenue. If the Company determines the extension of service to the Customer is not economically feasible, the Company may require a CIAC in accordance with Section 1.4 below.

- 1.4 Contribution in Aid of Construction - Electrical and Natural Gas. In consideration of the Company's agreement to install service, Customer agrees to pay a CIAC in the sum of \$_____ for construction of the facilities identified in the Quote. If the value entered is zero, no CIAC was required by the Company.

In all instances where a CIAC is required, Company will subsequently review the three-year average use. If actual volumes vary from projected volumes by 20% or more, Company will charge or credit Customer for the variance, without interest, in projected CIAC.

2. CONDITIONS TO INSTALLATION.

- 2.1 Payment. Company may require payment of a Customer contribution or the CIAC prior to scheduling a construction start date. Company must receive contribution or the CIAC (if prior

SAMPLE FORMS

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

Original

Section No. 6
Sheet No. 9.2

- payment is required) and satisfactory evidence of required permits and right-of-way authority prior to ordering materials, scheduling crews or starting construction.
- 2.2 Right-of-Way and Access. Company has the right of access to the Customer's premise, including right-of-way, at all reasonable times for the purpose of installing, reading, inspecting, or repairing any service lines, meters, devices and other equipment and facilities used in connection with furnishing of any or all service, including any necessary repairs and maintenance, or for the purpose of removing its property and for all other proper purposes.
- 2.3 Permits. Customer shall provide all required permits from appropriate governmental agencies for the construction work and installation of the Company's facilities and Customer's equipment on Customer's premises and the property of third parties. The Company shall obtain required permits for work in the right-of-way. Copies of all permits must be provided to the Company.
- 2.4 Additional Costs. If Customer requests facilities be installed in frozen, rocky or hard ground, the Customer may be responsible for additional charges for installation. Company will notify the Customer of these charges prior to installation when feasible, and otherwise when encountered during the installation work. If Company requires additional charges prior to installation, and the basis for such extra cost is not encountered during the performance of the work, Company shall refund such charges to Customer.
- 2.5 Storm Water. Customer is solely responsible for compliance with all South Dakota Department of Environment and Natural Resources storm water regulations. All soil disturbing activities deemed necessary by the Company for the installation, operation and maintenance of the facilities must be incorporated by Customer in the Storm Water Pollution Prevention Plan. Customer shall operate and maintain all storm water best management practices at all times.
- 2.6 Underground Facilities. Prior to construction, all customer-owned, rented or leased underground facilities (including but not limited to sprinkler systems, septic systems propane tanks and associated lines, and communication and electric lines) must be properly identified and physically marked by Customer. Company is not responsible for damages resulting from mismarked or unidentified customer facilities. Contact the Company's Construction Department with questions related to appropriately marking Customer-owned facilities.
- 2.7 Customer's Equipment. Customer shall install Customer's facilities in accordance with the Company's "New Service Guide" and "Electric Service Requirements & Guidelines." The location of Customer's meter must be approved by Company prior to the installation of equipment owned by the Customer. Customer shall provide service entrance and termination points as specified by the Company's installation standards in effect at the time construction begins.
- 2.8 Trenching, Backfilling and Meter Set. For underground electric services, Customer shall arrange and pay for required trenching and backfilling, consistent with Company specifications required for installation of the service line. Customer shall provide conduit at the meter base and if required by Company, conduit in the trench. Company will not install a service line in an open trench or in Customer-supplied conduit unless the meter base for service is ready for connection, energization and installation of the meter.
- 2.9 Restoration and Grading. Company will make a reasonable attempt to preserve private roadways and landscaping, but Customer is responsible for final compaction and restoration

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SAMPLE FORMS

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

Original

Section No. 6
Sheet No. 9.3

of private roadways and landscaping, including the removal of excess spoil piles. The Company will not install facilities until the surface has been graded to within six inches of a permanent established elevation. Should changes to grade be made in the future that result in Company's facilities being raised or lowered, Customer is responsible for the costs associated with this change.

3. GENERAL CONDITIONS.

- 3.1 All terms, prices and conditions set forth herein are subject to modification resulting from changes in applicable rules, Tariffs, regulations, ordinances, scope of project, and laws that may be amended or enacted after the date of this Agreement.
- 3.2 If construction has not commenced within a reasonable period due to any action, omission or failure to act by Customer, the project will be reviewed for any changes in the cost.
- 3.3 If the facilities required to serve Customer must be relocated or modified at the request of Customer after installation, Customer shall pay the costs of moving Company facilities.
- 3.4 Company agrees to establish service within a reasonable period of time after Customer's equipment passes inspection by the state and local authorities as required by law. Company will proceed with the survey, design and construction of its facilities in a normal manner using its existing work force (Company employees or contractors) and material supply sources. Installation will be performed during normal working hours and Company may reschedule the work to achieve efficient workload of Company forces. Availability of materials, weather conditions, frozen ground, access, or obtaining permits from governmental agencies or railroads may cause delays beyond the control of Company or Customer.
- 3.5 If Company is installing lights, the facilities will be placed in a location agreeable to both Customer and Company. Customer is responsible for notifying Company of any outage of Company-owned lights. Company will make repairs and replace defective or damaged facilities within a reasonable time after notice of any outage, but Company does not patrol the system to determine if the lights are in operating condition at all times.
- 3.6 In the event of a conflict between the terms of this Agreement and the Tariffs, the terms of the Tariffs prevail.

4. ADDITIONAL CONDITIONS.

IN WITNESS WHEREOF, the parties have caused this Agreement to be duly executed in duplicate as of the day and year first above written.

NORTHWESTERN ENERGY

CUSTOMER

By: _____
Printed Name: _____
Title: _____
Date: _____

By: _____
Printed Name: _____
Title: _____
Date: _____

Date Filed: March 25, 2019
EL19-014

Effective Date: May 2, 2019
Issued by: Jeff Decker, Specialist Regulatory

SAMPLE FORMS

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

Section No. 6
5th Revised Sheet No. 10
Canceling 4th Revised Sheet No. 10

L

{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},

Thank you for your interest in NorthWestern Energy's EZ Pay Program.

Please review the terms and conditions of the EZ Pay Program listed on the attached authorization form. Complete the form, sign it, and return it to NorthWestern Energy. You can mail the form or fax it to 406-497-4950. If you would like to choose a Preferred Due Date, you may pick a day from this range {var id=COMMENT1}-{var id=COMMENT2}.

Our EZ Pay Program works well in conjunction with our Budget Billing and our E-bill programs. If you are interested in more information on any of these programs, visit us at www.northwesternenergy.com.

If you have questions, please call our Contact Center as follows:

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

Customer service representatives are available Monday-Friday, 7:00 a.m. - 6:00 p.m.

Sincerely,

NorthWestern Energy
Customer Care Department

Date Filed: March 25, 2019
EL19-014

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SAMPLE FORMS

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

Section No. 6
3rd Revised **Sheet No. 10.1**
Cancelling 2nd Revised **Sheet No. 10.1**

Review the following Terms and Conditions:

- I authorize NorthWestern Energy to electronically deduct from my bank account (i) my monthly utility bill on the due date of my bill and (ii) my final utility bill promptly upon any change in the status of my utility account to inactive.
- I understand each month I will receive my bill which will display the amount that will be deducted from my bank account and the date on which it will be deducted. I understand that EZ-Pay Program payments for my account will not start until my bill reflects that the bank draft will occur. In the meantime, I understand that I will need to continue making my payments.
- I understand my monthly due date may vary slightly. If the due date falls on a weekend or a holiday my payment will be deducted the following business day.
- I have the option of choosing a preferred due date that is compatible with my billing cycle. You may obtain the due date range you are eligible for by contacting NorthWestern Energy at the Customer Service numbers listed below.
- I understand if my payment is dishonored, NorthWestern Energy retains the right to collect the dishonored payment along with service charges if applicable.
- I understand that I may discontinue my participation in the EZ-Pay Program at any time by notifying NorthWestern Energy Customer Service (contact information below). I understand that my request to discontinue EZ-Pay Program participation must be received at least three business days in advance of the due date of my current bill to stop the EZ-Pay Program payment on such due date. I understand that a request received less than three business days before the due date will be processed in the next billing cycle following that due date.
- I understand that, if at any time my utility account is rendered inactive, my participation in the EZ-Pay Program will automatically end.
- I agree to be bound by the Terms and Conditions on this page.

Please complete this form, sign and return it by mail or fax with the information provided below. Once North Western Energy receives your information we will begin the process of setting up your plan and verifying the information you provided. Please print a copy of the completed page for your records

NorthWestern Energy Account Number: _____

Service Address, City and State: _____

Bank Name: _____

Bank Account Holder Name: _____

Bank Account Type: (Checking or Savings) _____

Bank Routing Number: (9 digit number) _____

Bank Account Number: _____

Preferred Due Date: (Optional) _____

Bank Account Holder Signature: _____

Date: _____

Joint Account Holder Signature: _____

Date: _____

For any questions about your enrollment, please retain a copy of this form and call or email customer service for your area.

Mail Form To:
NorthWestern Energy
c/o EZ-Pay
40 E Broadway St
Butte, MT 59701

Customer Service MT:
(888) 467-2669
custserv@northwestern.com
Fax: (406) 497-4950

Customer Service SD/NE:
(800) 245-6977
advocate@northwestern.com
Fax: (406) 497-4950

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SAMPLE FORMS

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

Section No. 6
4th Revised
Canceling 3rd Revised
Sheet No. 11
Sheet No. 11



Form No. 3066 03/18

N

THIRD PARTY NOTIFICATION

Please enroll the following customer for NorthWestern Energy's Third Party Notification service.

Third Party Notification service provides notification to another party in the event an account receives a notification of termination of services. A notification of termination of services is issued when utility services are in jeopardy of being disconnected.

The customer name and account number below must match the customer's information with NorthWestern Energy. The Third Party is not responsible for energy charges for the customer.

Customer Information

Completing this form authorizes NorthWestern Energy to provide a copy of the customer's notification of termination of services, not to include verbal notices or door tags left at premises. All fields are required. The form will not be processed if not completed in its entirety. You are not required by law, administrative rule, or NorthWestern Energy to complete this form to receive utility service. It is your responsibility to notify NorthWestern Energy regarding Third Party changes, to include removing Third Parties.

Customer Name _____ Phone _____

NorthWestern Energy Account Number _____

I agree and authorize NorthWestern Energy to provide notifications of termination of services to the party listed below.

This form will only be used for notification of pending termination of services and does not allow the Third Party any additional access or details of the account or additional details regarding the information on the notification.

Customer Signature _____ Date _____

This request will not be accepted without the Customer's signature.

I acknowledge that as a customer I can contact NorthWestern Energy to remove Third Parties from my account.

Third Party Information

Mail termination of service notices to the Third Party listed below.

Third Party Name _____ Phone _____

Mailing Address _____ Apartment/Unit Number _____

City _____ State _____ ZIP _____

Third Party Signature _____ Date _____

This request will not be accepted without the Third Party's signature.

NorthWestern Energy will make every effort to send a copy of the notice of termination of services to the Third Party specified. NorthWestern Energy is not responsible if the Third Party fails to receive or act upon the notice. The Third Party Notification service does not modify in any way NorthWestern Energy's liability, if any, for property damage that may result from disconnection of utility service.

A new form must be completed by the customer and Third Party if any of the Third Party information above changes. The Third Party information within is specific to the account number listed above and will not be associated to any other customer accounts or Third Party records.

Please retain a copy for your records and return completed form to NorthWestern Energy at custserv@northwestern.com, fax 406-497-4950, or mail Attention: Customer Service 11 E Park St, Butte, MT 59701.

Visit NorthWesternEnergy.com for more information.

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SAMPLE FORMS

NORTHWESTERN ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
4th Revised Sheet No. 12
Cancelling 3rd Revised Sheet No. 12

L



NorthWestern Internal Use Only	
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.

1. 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.

2. 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.
3. 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.
4. 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 ENERGY
SIOUX FALLS
SOUTH DAKOTA

Section No. 6
3rd Revised Sheet No.12.1
Cancelling 2nd Revised Sheet No.12.1

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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

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SIOUX FALLS 2nd Revised Sheet No. 13
SOUTH DAKOTA Cancelling 1st Revised Sheet No. 13

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SIOUX FALLS	<u>4th Revised</u> Sheet No. 13.1
SOUTH DAKOTA	Cancelling <u>3rd Revised</u> Sheet No. 13.1

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SIOUX FALLS	<u>3rd Revised</u> Sheet No. 14
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SIOUX FALLS	<u>2nd Revised</u> Sheet No. 14.1
SOUTH DAKOTA	Cancelling <u>1st Revised</u> Sheet No. 14.1

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SIOUX FALLS	<u>3rd Revised</u> Sheet No. 15
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SIOUX FALLS 3rd Revised Sheet No. 16
SOUTH DAKOTA Cancelling 2nd Revised Sheet No. 16

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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY

SIOUX FALLS 2nd Revised

SOUTH DAKOTA Cancellling 1st Revised

Section No. 6
Sheet No. 17
Sheet No. 17

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SIOUX FALLS	<u>3rd Revised</u> Sheet No. 18
SOUTH DAKOTA	Cancelling <u>2nd Revised</u> Sheet No. 18

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SIOUX FALLS 4th Revised Sheet No. 19
SOUTH DAKOTA Cancelling 3rd Revised Sheet No. 19

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SIOUX FALLS 3rd Revised Sheet No. 19.1
SOUTH DAKOTA Cancelling 2nd Revised Sheet No. 19.1

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SIOUX FALLS 3rd Revised Sheet No. 20
SOUTH DAKOTA Cancelling 2nd Revised Sheet No. 20

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SIOUX FALLS **3rd Revised** **Sheet No. 21**
SOUTH DAKOTA **Cancelling 2nd Revised** **Sheet No. 21**

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SIOUX FALLS	<u>4th Revised</u> Sheet No. 22
SOUTH DAKOTA	Cancelling <u>3rd Revised</u> Sheet No. 22

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SIOUX FALLS	<u>5th Revised</u> Sheet No. 23
SOUTH DAKOTA	Cancelling <u>4th Revised</u> Sheet No. 23

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SIOUX FALLS 2nd Revised Sheet No. 24
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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY **Section No. 6**
SIOUX FALLS **2nd Revised** **Sheet No. 25**
SOUTH DAKOTA **Cancelling 1st Revised** **Sheet No. 25**

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SIOUX FALLS	<u>2nd Revised</u> Sheet No. 26
SOUTH DAKOTA	Cancelling <u>1st Revised</u> Sheet No. 26

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SIOUX FALLS	<u>2nd Revised</u> Sheet No. 27
SOUTH DAKOTA	Cancelling <u>1st Revised</u> Sheet No. 27

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SIOUX FALLS 2nd Revised Sheet No. 28
SOUTH DAKOTA Cancelling 1st Revised Sheet No. 28

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SIOUX FALLS	<u>1st Revised</u> Sheet No. 29
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 29

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SIOUX FALLS 1st Revised Sheet No. 30
SOUTH DAKOTA Cancelling Original Sheet No. 30

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SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 31

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SIOUX FALLS 1st Revised Sheet No. 33
SOUTH DAKOTA Cancelling Original Sheet No. 33

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SIOUX FALLS 2nd Revised Sheet No. 34
SOUTH DAKOTA Cancelling 1st Revised Sheet No. 34

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SIOUX FALLS 1st Revised Sheet No. 36
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SIOUX FALLS 1st Revised Sheet No. 37
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SIOUX FALLS 1st Revised Sheet No. 38
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SIOUX FALLS 1st Revised Sheet No. 39
SOUTH DAKOTA Cancelling Original Sheet No. 39

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SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 40

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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY

SIOUX FALLS 1st Revised

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SIOUX FALLS	<u>1st Revised</u>	Sheet No. 43
SOUTH DAKOTA	Cancelling Original	Sheet No. 43

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SIOUX FALLS _____ 1st Revised Sheet No. 44
SOUTH DAKOTA C Cancelling Original Sheet No. 44

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SIOUX FALLS 1st Revised Sheet No. 45
SOUTH DAKOTA Cancelling Original Sheet No. 45

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SIOUX FALLS 1st Revised Sheet No. 46
SOUTH DAKOTA Cancelling Original Sheet No. 46

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SIOUX FALLS 1st Revised Sheet No. 47
SOUTH DAKOTA Cancelling Original Sheet No. 47

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SIOUX FALLS 1st Revised Sheet No. 48
SOUTH DAKOTA Cancelling Original Sheet No. 48

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SIOUX FALLS	<u>1st Revised</u> Sheet No. 49
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 49

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SIOUX FALLS	<u>1st Revised</u> Sheet No. 50
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 50

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SIOUX FALLS	<u>1st Revised</u> Sheet No. 51
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 51

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SIOUX FALLS 1st Revised **Sheet No. 52**
SOUTH DAKOTA Cancelling Original **Sheet No. 52**

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	<u>1st Revised</u> Sheet No. 53
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 53

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SIOUX FALLS	<u>1st Revised</u> Sheet No. 54
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 54

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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	<u>1st Revised</u> Sheet No. 55
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 55

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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	<u>1st Revised</u> Sheet No. 57
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 57

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NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	<u>1st Revised</u> Sheet No. 58
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 58

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SAMPLE FORMS

NORTHWESTERN CORPORATION d/b/a NORTHWESTERN ENERGY	Section No. 6
SIOUX FALLS	<u>1st Revised</u> Sheet No. 60
SOUTH DAKOTA	Cancelling <u>Original</u> Sheet No. 60

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