



Customer Handbook

Montana

NorthWestern[®]
Energy
Delivering a Bright Future

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ABOUT US

NorthWestern Energy's mission is to deliver safe, reliable and innovative energy service for our 753,600 customers across Montana, South Dakota, Nebraska and Yellowstone National Park in Wyoming. We are proud to be a valued member of the 318 communities in Montana and South Dakota we supply with electrical service, along with Yellowstone National Park in Wyoming, as well as the 183 communities in Montana, South Dakota and Nebraska we supply with gas service.

Our vision: Enriching lives through a safe, sustainable energy future.

Our mission: Working together to provide safe, reliable and innovative energy solutions that create value for customers, communities, employees and investors.

CONTACT INFORMATION

Report Power Outages

888-467-2669

Payment Address

11 E. Park St.
Butte, MT 59701-1711

Customer Service

Call us at 888-467-2669, Monday through Friday, from 7am to 6pm or visit one of our walk-in offices listed on the next page.

24/7 Emergency Service

888-467-2669

Connect With Us:



NorthWesternEnergy.com

WALK-IN LOCATIONS AND ADDRESSES

Billings

1944 Monad Road
Billings, MT 59102
Open M-F, 8 a.m. - 5 p.m.

Bozeman

121 East Griffin Drive
Bozeman, MT 59771-0490
Open M-F, 8 a.m. - 5 p.m.

Butte

400 Oxford Street
Butte, MT 59701
Open M-F, 8 a.m. - 5 p.m.

Great Falls

1501 N River Road
Black Eagle, MT 59414
Open M-F, 8 a.m. - 5 p.m.

Helena

1313 North Last Chance Gulch
Helena, MT 59601
Open M-F, 8 a.m. - 5 p.m.

Kalispell

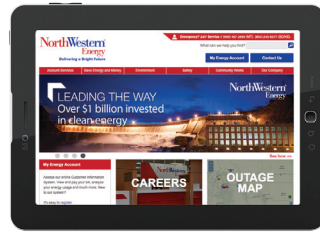
890 N. Meridian Rd.
Kalispell, MT 59904-2888
Open M-F, 9 a.m. - 11:30 a.m.
and 12:30 p.m. - 2 p.m.

Missoula

1903 S. Russell St.
Missoula, MT 59801
Open M-F, 8 a.m. - 5 p.m.

MY ENERGY ACCOUNT

NorthWestern Energy makes it easy to manage your energy account right from our website. You can track your energy use, sign up for paperless billing, register for EZ Pay, make a one-time payment and report a power outage. You can even start, stop or transfer service if needed.



Register for your My Energy Account today:

1. Go to **NorthWesternEnergy.com**.
2. Click on the **Register for My Energy Account** button.
3. Fill out the registration form and submit. *You will need your account number and one piece of personal identification information, such as your date of birth, Social Security number or Driver's License number of the main account holder.*
4. Once you have chosen your username and password, you will be able to log in to the portal dashboard anytime, from anywhere!

ENERGY CONNECTIONS

Every month in your bill you will find our newsletter, *Energy Connections*. This will give you up-to-date safety information, company updates and who to call in an emergency. You can go to NorthWesternEnergy.com/newsletter to read past issues of *Energy Connections*.

PAYMENT AND BILLING OPTIONS

You have several payment options available to you:

- Sign up **online**, through your My Energy Account, for EZ Pay, which automatically deducts your monthly payment from your checking or savings account.
- **Paymentus** lets you make a payment online using your checking or savings account or using a credit or debit card. A processing fee may apply.
- You can call one of our toll-free numbers to **pay over the phone**. 833-970-2262 for English or 833-970-2263 for Spanish.
- **Send us a check** in the mail.
NorthWestern Energy
11 E Park St • Butte, MT 59701-1711
- Stop by one of our convenient walk-in offices (cash, checks and money orders accepted).
- **Pay by text** (learn more at your My Energy Account).

Budget Billing

NorthWestern Energy offers a Budget Billing program in which we average your yearly energy costs to level out seasonal highs and lows. This program works well in conjunction with the EZ Pay program. Call us at 888-467-2669 to enroll or visit a walk-in location.

HOW TO READ YOUR BILL

Besides giving you the amount you owe every month, your NorthWestern Energy bill contains information about your energy use that can help you manage it. This sample bill shows you what each section means.

- The account holder's name, account number, account description (if applicable) and bill date.
- The service address for this account.
- The date payment must be received, so it is not considered past due. If you are on automatic bill pay, the date when your payment will be withdrawn is displayed as "Bank Draft Scheduled on."
- The total amount due reflects all current and outstanding charges.
- A 13-month graph representing the service provided.
- Compare your days of service, energy usage, average per-day costs and daily temperatures during the same period last year, the prior month and the current month.
- A snapshot of your account since your last bill. It includes the balance from any previous bills, payments, current charges and any other adjustments processed on your account, as well as your total amount due for the month. Payments received after the billing date are not included.
- A summary of current charges associated with your service. (See reverse side for details).

NorthWestern Energy
Delivering a Bright Future

Customer Service: 1-888-642-2688

Customer: JOHN SMITH
Account Number: 12345678
Account Description: RESIDENTIAL ELECTRIC
Billing Date: September 1, 2020

Service Address: 123 MAIN ST SUITE MT 50705

Bank Draft Scheduled on September 17, 2020

ACCOUNT SUMMARY
Previous Balance: \$100.00
Payments Received: \$120.00
Current Charges: \$78.07

IMPORTANT INFORMATION
BUDGET BILLING - PAY THE SAME AMOUNT EACH MONTH
If you want to go on budget billing next month, your approximate monthly budget billing amount would be \$123.00. Your account must be current and in good standing to qualify for budget billing.

MESSAGE BOARD
Effective 05/01/2020, the gas supply rates have decreased from the previous month as a result of the supply trader.

ACCOUNT NUMBER: 12345678
DUE DATE: September 17, 2020
TOTAL AMOUNT DUE: \$78.07

- For customers enrolled in budget billing, a summary of your actual account information is provided. For customers not currently participating in the budget billing program, we will provide an approximate budget billing amount for you to sign up for the program.
- Important information related to your account or service.
- The message board provides important information about rates and how to contact NorthWestern Energy.
- Tear off this portion of your statement if you would like to send a check (payable to NorthWestern Energy) to pay your bill. Your account number, due date, total amount due and payment mailing address are already provided. Please make sure the NorthWestern Energy address shows through the return envelope window and don't forget to allow 3-5 days for your payment to mail and process. You can also pay electronically through My Energy Account at NorthWesternEnergy.com.

(continued on back)

- Our toll-free number and hours of operation.
- Phone number for paying your bill.
- Contact information for the state utility commission.
- The start and end dates of your current meter reading.
- The number of days in the bill cycle, which may fluctuate between billing cycles.
- The previous and current month's meter readings.
- The Read Code indicates if the meter read was actual or estimated. If estimated, we calculate your bill based on the past usage at the address. Any adjustments will occur with the next actual meter reading.
- The number that, when multiplied with the meter reading, determines the actual energy used.
- Billed kWh is the energy used in kilowatt-hours (kWh). This is calculated by subtracting your previous month meter read from your current month meter read and multiplying the difference by the Meter Multiplier.
- Demand Read and Demand Usage are additional reads and usage included on certain types of meters to measure efficiency. Demand represents the highest usage of energy in any 15-minute period during a monthly billing cycle. Demand is measured in kilowatts (kW). High demand is typically associated with equipment start-up. By spreading equipment start-ups over a more extended period, you may be able to lower demand and reduce your demand charges.
- The identification number of the meter located at this service.
- The rate number and description of your rate for billing purposes.

NorthWestern Energy
Delivering a Bright Future

Account Number: 12345678
Customer Name: JOHN SMITH
Service Address: 123 MAIN ST SUITE MT 50705

Customer Service: 1-888-642-2688

Account Description: RESIDENTIAL ELECTRIC

Billing Period: 09/01/2020 - 09/01/2020

Read Date: 09/01/2020

Read Code: 0000

Meter Multiplier: 1.0000

Service Charge: \$ 1.00
Demand Charge: \$ 1.00
Electric Delivery Total: \$ 2.00

NATURAL GAS DELIVERY

Item	Rate	Usage	Amount
Gas Delivery	\$ 1.00	100	\$ 100.00
Gas Service Charge	\$ 1.00		\$ 1.00
Gas Delivery Total			\$ 101.00

STATE AND LOCAL TAXES DELIVERY

Item	Rate	Usage	Amount
State Tax	\$ 0.01	100	\$ 1.00
Local Tax	\$ 0.01	100	\$ 1.00
State and Local Taxes Delivery Total			\$ 2.00

TOTAL DELIVERY SERVICES \$ 103.00

SUPPLY SERVICES

Item	Rate	Usage	Amount
Electric Supply	\$ 0.75	100	\$ 75.00
Gas Supply	\$ 0.75	100	\$ 75.00
Supply Services Total			\$ 150.00

TOTAL SUPPLY SERVICES \$ 150.00

TOTAL AMOUNT DUE \$ 153.00

- A summary of your monthly usage multiplied by the rates associated with the delivery of energy with the exception of taxes, as listed on the left hand column of the page. Energy delivery charges can be thought of as cost to use the highways (pipes and wires) that deliver the energy from the generation source to the user. These charges are subject to regulation by the State Utility Commissions and, where appropriate, the Federal Regulatory Commission.
- The amount of natural gas billed during the period in CCF (the volume of 100 cubic feet).
- Conversion Pressure is a factor used to convert CCF to therms for billing purposes.
- Average BTU factor is the energy value of the gas used during the billing period. It is updated every month and is used to convert CCF to Therms for billing.
- Billed Therms is calculated by multiplying the Meter Volume by the Conversion Pressure by the Average BTU Factor.
- This section contains a summary of the state and local taxes based on your usage.

- Displays the current rates and their effective date. Billing periods may include more than one effective rate.
- Supply Services is the charge for the amount of electricity or natural gas you use. The supply may come from a variety of sources, some owned by NorthWestern Energy and others owned by third-party suppliers.

ENERGY BILL TERMS

Avg. Daily temp (F): the average daily temperature for the billing cycle

Therm: unit of measurement used to bill gas usage. Your gas meter measures in cubic feet. We use a multiplier to convert cubic feet into therms. The multiplier varies depending on the altitude of where you live as well as the energy value of the gas used during the billing period. A therm of natural gas is equal to 100,000 BTU.

kW-kilowatt: the measure of the rate at which electrical energy is used. Kilo means 1000, so a kilowatt is equal to 1000 watts. Similar to a speedometer on a car that measures how fast the car is traveling at a given point in time.

kWh-kilowatt hour: the measure of the amount of electricity used over one hour. It would be similar to the odometer on a car that tells how many miles the car traveled in one hour. The kWh is measuring the usage over a specific time frame of one hour. For example, if a heater used 1000 watts and ran for one hour, it would use 1 kWh for that hour.

ENERGY-SAVING TIPS



Compare your energy usage on your billing statement from month to month and year to year to help you become more aware of what affects your energy consumption.



Evaluate your insulation levels to determine if you have enough for your home.



Check your hot water heater temperature to make sure it's safe and efficient.



Check your refrigerator/freezer temperatures to make sure they are efficient.



Check your gas equipment to make sure it is running well.



Test your house for air leakage and figure out which windows, doors, and other areas may need air sealing materials.



Wrap your hot water tank and the first 10 feet of hot water pipe.



Install low-flow faucet aerators and showerheads.



Determine which light bulbs use the most electricity and replace with LED bulbs as appropriate.



Visit northwesternenergy.com/eplus for more tips.

OUTAGE INFORMATION

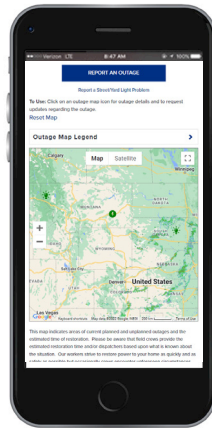
Street Lights

If a street light is out, you can report it by using our online outage map reporting tool. Visit NorthWesternEnergy.com, click on the Outage Map, select Report Street/Yard Light Problem and fill in the necessary information about the street light. We will work to ensure it is fixed as soon as possible.

Outage Safety

Use our online outage map reporting tool to tell us about an outage and to get text messages alerting you with the outage status.

Preparing for a planned outage? Don't open your fridge or freezer doors any more than necessary. Refer to the FDA website for tips and precautions for food and water safety during power outages.



Transformer Issues

Call our team at 888-467-2669 if you come across a NorthWestern transformer that is open, broken, leaking, sparking or has been damaged in any way.

Service to Meter Only

If there are any issues inside your home, you must call an electrician. If you are unsure of the issue, call our team at 888-467-2669.

NATURAL GAS AND CARBON MONOXIDE SAFETY

Natural Gas Safety

Natural gas has no odor. We add an odorant to natural gas that stinks like rotten eggs to help you smell a gas leak. If you smell it:

- Evacuate everyone in your home or building, and stay out until someone from NorthWestern Energy tells you it is safe to return.
- Don't smoke, light matches, turn your electrical switches on or off, use the telephone or cell phone or do anything else that might create a spark.
- Call 911 and NorthWestern Energy at 888-467-2669 from another location.
- Keep others away from the area.

Carbon Monoxide Safety

Carbon Monoxide is a colorless, odorless, poisonous gas that may be present when a fuel is not burned completely. Any fuel — wood, coal, oil, propane, kerosene — can produce carbon monoxide. It is also produced by the internal combustion engines in vehicles.

What are the symptoms of Carbon Monoxide poisoning?

- headache
- nausea
- vomiting
- fatigue
- confusion
- tightening of the chest
- unusual yawning
- irritation of nose, mouth, eyes

Such flu-like symptoms may affect an entire family. They may disappear when you are away from home, then return after you're back home.

What if you suspect Carbon Monoxide poisoning?

Get the victim to fresh air immediately. If a victim is not breathing, begin CPR and call 911.









If you suspect you have a problem, call NorthWestern Energy.

CALL BEFORE YOU DIG

If you're doing any excavating or digging, call 811 two business days in advance to have all underground utility lines marked. Stay at least 18 inches away from the markers at all times. You can also visit CALL811.com



Know what's below by the different colored flags, stakes or paint.

 WHITE Proposed Excavation	 PINK Temporary Survey Markings	 RED Electric Power Lines, Cables, Conduit and Lighting Cables	 YELLOW Gas, Oil, Steam, Petroleum or Gaseous Materials
 ORANGE Communication, Alarm or Signal Lines, Cables or Conduit	 PURPLE Reclaimed Water, Irrigation and Slurry Lines	 BLUE Potable Water	 GREEN Sewers and Drain Lines



**Know what's below.
Tap, Click, or Call
811 Before you dig.**

POWER LINE SAFETY



Downed Power Lines

Treat all downed lines as if they're live and dangerous. Never touch them or try to remove dead branches or fallen tree limbs from them. If a power line falls on or near a vehicle you're in, stay inside it and warn everyone except a lineman to get away.

Trampolines and Swimming Pools

When you're setting up a trampoline or inflating a pool, first look above to make sure you're not under any power lines.

Tree Trimming Turn-Offs

Before trimming a tree anywhere near a power line, call us to schedule a temporary power turn-off. You can also request a turn-off for any painting, construction or service upgrade projects. Call at least one business day in advance to schedule

Stand Back

If a powerline is near, stay at least 10 feet clear when working and playing outside.

Balloons and Power Lines Don't Mix

Don't let mylar balloons ruin the party. When mylar balloons are left untethered outside, they may float into power lines, become tangled and cause unexpected power outages. The metallic coating—or mylar—on the balloons conducts electricity, so when it meets a power line, it can not only cause an outage in your neighborhood, but can even spark an electrical fire.

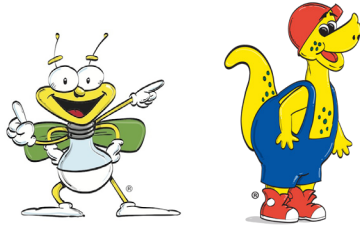
CHILDREN'S SAFETY

Keeping Children Safe

Remember to teach children both indoor and outdoor electrical safety tips such as staying away from down power lines, keeping electricity away from water and not overloading outlets.

Louie and Sniffy

Visit Louie the Lightning Bug's Electric Universe and Sniffy the Sniffasaurus's Energy Underground at NorthWesternEnergy.com/kids for resources to teach your children important electric and natural gas safety tips.



CONSTRUCTION

If you're building a new home or business, or performing any construction that requires a change to your existing electric or gas service, it's important that you keep us in the loop.

- Always call 811 before you dig.
- Know which tariffs and rate schedules apply to your project by visiting NorthWesternEnergy.com/tariffandrates
- Access the Montana New Service Guide for construction guidelines by visiting NorthWesternEnergy.com/construction
- If you need new service in **Montana**, apply online by visiting: NorthWesternEnergy.com/construction
- If you need assistance with a construction project, contact the Construction Center at **1-83-FOR-BUILD (1-833-672-8453)**. Our staff will work with you to initiate any construction project and answer your questions.

EXCESS GAS FLOW VALVE NOTICE

If a gas service is installed to your home, you have the option to purchase an Excess Flow Valve (EFV) to be installed by NorthWestern Energy. An EFV is intended to stop the flow of gas if the service line is severed. The valve is placed in the service line where it leaves the gas main.

An EFV will stop the flow of gas only if the service line is severely damaged. It is important to note that an EFV will not protect you from a leak or broken line inside your home, or a small leak on the line in your yard.

An example of when the valve provides protection is in the event the gas service is damaged from digging or extreme ground movement.

As required by the U.S. Department of Transportation (DOT), we are notifying you that an EFV that meets the minimum prescribed DOT performance standards, is available for installation on your natural gas service line. The cost of installing the EFV will need to be evaluated by an engineer. If you are interested, please contact your local NorthWestern office to set up an appointment.

Payment is required prior to installation of the EFV.

CONDITIONS OF SERVICE

NorthWestern Energy may refuse service(s) under the following instances where the Applicant/Customer:

- Has an outstanding debt for NorthWestern Energy service at a previous location for the same class of service and has not paid or made arrangements for payment of that debt.
- Fails to furnish information necessary to establish an account.
- Fails to meet requirements of appropriate security required to establish service.
- Violates state statutes, regulations or Northwestern Energy tariffs on file with the MT Public Service Commission.
- Has had service disconnected for non-payment and has not resolved the matter, including required payment and established security.

NOTICE OF DISCONNECTION

NorthWestern Energy will provide notice of intent to disconnect service under the following:

- Bills are due 17 days after the billing date. If not paid by the date due, accounts with outstanding balances are subject to a notice of intent to disconnect service 30 days from the billing date.
- If no response to the first notice is received within ten days, NorthWestern Energy will send a second notice. All notices will be sent by first class mail.
- If no response to the second notice, NorthWestern Energy will attempt to contact the customer by phone to apprise the customer of the proposed action. If no telephone or personal contact is made, NorthWestern Energy will leave notice at the customer location advising service will be terminated unless the delinquent charges have been resolved. Notice will be provided at least two business days prior to disconnect.
- During the period of November 1 to April 1, residential customers will receive additional notices of intent to disconnect service. Residential accounts subject to disconnect must be approved by the Montana Public Service Commission during this time period. Customers who are 62 or older or have a member of their household that are 62 or older or customers who receive public assistance are exempt from disconnect during the period of November 1 to April 1. Certification of this information must be provided to the utility.
- If it is known that a service is in a landlord's name, NorthWestern Energy will not disconnect service without first having provided the tenant an opportunity to place service into their name.

DISCONNECTION OF SERVICE (NON-PAYMENT)

NorthWestern Energy considers the following conditions before disconnecting service for non-payment*:

- Failure to pay for services provided or enter into an acceptable agreement.
- For customers receiving service at more than one location, only the service for which a bill is delinquent will be disconnected.
- No disconnect of service will occur if a just dispute concerning the bill has been made. A just dispute is defined as payment of any amount not in dispute and contacting NorthWestern Energy to resolve the disputed amount. If resolution of the dispute cannot be agreed upon by the customer and the utility, the customer may appeal the matter to the Montana Public Service Commission.
- Administrative Rule of MT 38.5.1141 allows special consideration of residential disconnect upon NorthWestern Energy's receipt from a customer's physician certifying that disconnection of service would aggravate an existing medical condition of a permanent resident of the household. The certification is valid for 180 days and may be renewed bi-annually. Service may be subject to disconnect under certain provisions of the rule if balances remain unresolved.
- Service will not be disconnect on a Friday, Saturday, Sunday or legal holiday, or any day when NorthWestern Energy's business offices are not open to the public.

- Service may be disconnected upon written or telephone notice five business days after a customer defaults on a payment agreement or remits an insufficient funds check as payment.

*Service may be disconnected without notice in cases of immediate danger, fraud, illegal use, failure to allow unobstructed access to NorthWestern Energy equipment for any reason, unauthorized use, tampering or damage to NorthWestern Energy equipment, or by order of the Montana Public Service Commission or other state or federal authority.

SERVICE RECONNECTION

When service has been disconnected for non-payment, the following conditions are required to restore service:

- All past utility charges must be paid.
- Security for continued service may be required.

PAYMENT ASSISTANCE

If you or someone you know is having difficulty paying their energy bill, call our Customer Contact Center at 888-467-2669. NorthWestern Energy offers several programs to help our customers:

- Budget Billing allows customers to pay the same amount each month, based on your average usage over the past 12 months.
- The Low Income Home Energy Assistance Program (LIHEAP) provides financial assistance to low-income households to help pay their home heating bills. To apply, contact the Montana DPHHS Low Income Home Energy Assistance Program at 833-317-1080 or go to dphhs.mt.gov/hcsd/energyassistance/ for more information.
- The Weatherization Assistance Program helps low-income households by making their homes more energy efficient. To apply, contact the Montana DPHHS Low Income Home Energy Assistance Program at 833-317-1080 or go to dphhs.mt.gov/hcsd/energyassistance/ for more information.
- Energy Share of Montana is a non-profit organization that provides funding for energy emergencies. Contact Energy Share at 888-779-7589 or visit www.energysharemt.com for more information.

MONTANA TARIFFS AND RATES

For information on tariffs and rates, visit:
NorthWesternEnergy.com/tariffandrates

PROTECTING AGAINST SCAMS

NorthWestern and its customers have seen scam activity across our service territory for a number of years. A typical scam scenario involves scammers threatening disconnection of electric or natural gas service. They demand immediate payment of allegedly overdue bills, often with a prepaid card purchased at a store. If customers receive a suspected scam call, they should record the caller's number, hang up and call NorthWestern Energy at 888-467-2669. Visit NorthWesternEnergy.com/scams to learn more.

METER SAFETY

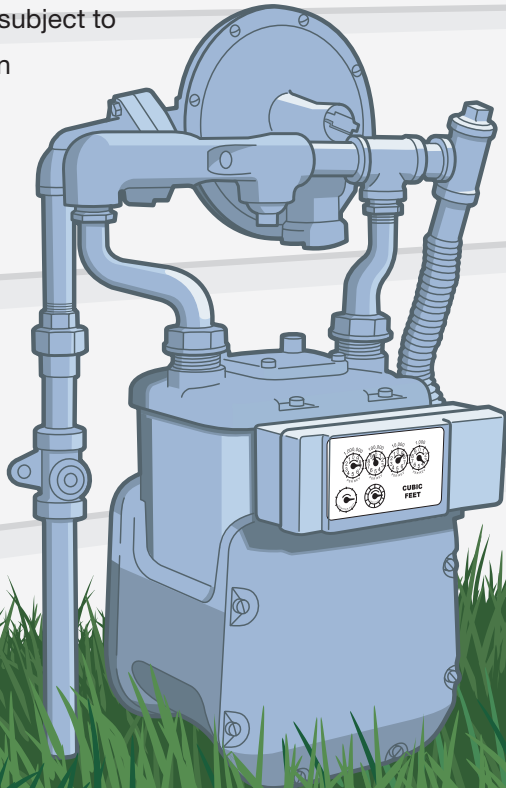
For natural gas customers, deep and blowing snow can block heating and appliance exhaust vents, which can cause equipment to malfunction, resulting in a loss of heat or possibly a build-up of deadly carbon monoxide in homes and businesses.

Outdoor natural gas meters and equipment are designed to withstand winter weather conditions. However, heavy build-up of snow or ice on a natural gas meter or appliance vent may create a potentially dangerous situation. Customers are responsible for keeping ice and snow from damaging utility meters.

- Carefully remove ice or snow from your natural gas meter with your hands or use a broom to brush it away.
- Ensure your natural gas appliance vents, which often are on the roof, to ensure they are clear of snow.
- Your natural gas meter should be visible at all times and accessible for maintenance and emergency responders.
- Avoid using a snow blower near a meter.
- Never hit your meter or its piping with a hammer, shovel or other hard object to dislodge snow or ice.
- If you have a seasonal property or are away on vacation, ask someone to check your natural gas meters and vents, especially after a significant storm. A covered meter can disrupt service leading to loss of heat to the structure.

IMPORTANT CUSTOMER NOTICE:

The maintenance of buried gas piping downstream of the gas meter to gas fired appliances or other various structures on the property is the responsibility of the home/property owner or current occupant. NorthWestern Energy is required to inform customers with privately-owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks and metallic pipes should also be inspected for corrosion. Plumbing contractors and heating contractors can assist in locating, inspecting, and repairing a customer's buried piping. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off. Piping that is not maintained may be subject to corrosion or leaking. When digging near buried gas pipes, the pipes should be located in advance and the excavation done by hand.



CONSUMER AND UTILITY PROVIDER DISPUTES AND COMPLAINTS

If you have a dispute with your investor-owned electric or natural gas provider, you should first try to resolve it with the company. If these efforts are unsuccessful, you can contact the Public Service Commission, where a consumer affairs representative will investigate your situation and attempt to help you and your utility settle the complaint through discussions and agreements. Additional PSC staff members with expertise in technical, legal and financial matters may become involved as well.

Requesting Public Service Commission Assistance with a Dispute

There are several ways to contact the Public Service Commission for assistance.

- Online form: psc.mt.gov/Consumers/Request-Assistance
- Website: www.psc.mt.gov
- Utility Consumer Assistance: 800-646-6150, 406-444-6150
- Main Phone Number: 406-444-6199
- TDD/Voice (Telephone Device for the Deaf): 406-444-4212
- Fax Number: 406-444-7618
- Regular mail: 1701 Prospect Ave, Vista Square Bldg

PO Box 202601 Helena, MT 59620-2601

When contacting the Public Service Commission for assistance, please provide the following information to help the consumer affairs representative fully understand and investigate your situation.

- Your name and complete mailing and physical address(es)
- The name of the utility and names of company personnel you have

talked with about your specific complaint

- Your utility account number and the status of your account (for example, are you subject to disconnection?)
- The complete facts of your complaint
- The action the utility took on your complaint
- A brief explanation of the solution desired

Filing a Formal Complaint

If you and your utility company cannot reach a resolution through this informal process, PSC staff may advise you to file a formal complaint.

A formal complaint is entered into a docket, which is a collection of documents filed with the commission for a particular case. The docket is electronically maintained on the PSC's Web site.

Filing a formal complaint can be a lengthy process that, unless settled, may involve a hearing before the PSC where the five commissioners act as judges, reviewing evidence from both sides of the case. Individuals do not need to be represented by an attorney, but may choose to do so.

The commissioners follow an established set of guidelines in resolving disputes. These guidelines include Montana law, administrative rules and, if appropriate to the complaint, tariffs the utility has filed with the commission. The tariff lists how the utility will provide various services and how much you are expected to pay for those services.

The commissioners can only consider the facts of the case and base their decision on the guidelines described.

DATA PRIVACY POLICY

NorthWestern Corporation's policy is to respect and protect the privacy of our users. This policy statement tells you what information we collect from you, how we collect it and how we use it. The following information is being provided to you about NorthWestern Corporation's information gathering practices for this web site, www.northwesternenergy.com (the "Site"), and how that information may be used or disseminated by NorthWestern Corporation.

User Contact Information

The Site may use registration forms, surveys, contests and other information gathering forms that request users of the Site to provide information about themselves such as name, address, mailing address, telephone number and demographic information. We use contact information to send the user information about our company and promotional material from some of our partners. The contact information is also used to contact the visitor when necessary and shared with other companies who may want to contact our visitors. Users may opt out of receiving future mailings from NorthWestern Corporation, or from having their contact information shared with third parties; see the choice/opt-out section below. Demographic and profile data is also collected at our site. We use this data to tailor the visitor's experience at our site, showing them content that we think they might be interested in, and displaying the content according to their preferences.

NorthWestern Corporation may disclose user information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) NorthWestern Corporation's rights or property or other users of the web site, or anyone else that could be harmed by such activities. NorthWestern Corporation may disclose user information when we believe in good faith that the law requires the disclosure.

NorthWestern Corporation may share aggregate information about our users with advertisers, business partners, sponsors and other third parties. For example, we may say northwesternenergy.com's audience is x percent females and y percent males. This data is used to customize northwesternenergy.com's content and advertising to deliver a better experience for our users. NorthWestern Corporation may share both aggregate and specific user information with any related company owned in whole or in part by NorthWestern Corporation.

Your IP Address

[Northwesternenergy.com](http://northwesternenergy.com) collects IP addresses for the purposes of system administration, to report aggregate information to our advertisers, and to audit the use of the Site. When guests request pages from the Site, our servers log the guests' IP addresses. We do not normally link IP addresses to anything personally identifiable, which means that a user's session will be logged, but the user remains anonymous to us. We can and will use IP addresses to identify a user when we feel it is necessary to enforce compliance with the Site's Terms and Conditions, or to protect our service, site, customers or others.

Some services within the Site, such as certain message boards, may display IP addresses along with the message poster's name and message. Please review each service prior to use and only use those that disclose information you are comfortable sharing. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

Use of Cookies

Cookies are pieces of information that a web site transfers to a user's hard drive for record-keeping purposes. Cookies make web-surfing easier for you by saving your preferences while you're at the Site. We never save passwords or credit card information in cookies.

By showing how and when guests use the Site, cookies help us see which areas are popular and which are not. Cookies may be used to specify unique preferences of the user. Cookies may also be used to track user trends and patterns. Many improvements and updates to the Site are based on such data as total number of visitors and pages viewed. This information is most easily tracked with cookies. We use the information from cookies to provide services better tailored to our users needs.

Visitors to the Site always have the option of disabling cookies via their browser preferences. Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or indicate when a cookie is being sent. However, note that some parts of the Site may not function properly or may be considerably slower if you refuse cookies.

You may occasionally get cookies from our advertisers. NorthWestern Corporation does not control these cookies.

Personally Identifiable Information of Children Under 13

Protecting the privacy of the very young is especially important. For that reason, NorthWestern Corporation does not intend to collect or maintain information from those we actually know are under 13. Users under 13 should not provide any personally identifiable information via the Site.

Links to Other Sites

This site contains links to other web sites, some of which are not owned or controlled by NorthWestern Corporation. NorthWestern Corporation is not responsible for the privacy practices or content of these other web sites. NorthWestern Corporation also has a number of related companies. Some of these companies are wholly owned subsidiaries while others are partly owned by NorthWestern Corporation. The web sites of these related companies may have their own privacy policies that differ from NorthWestern Corporation's policy. You should look for the privacy policy of any linked site.

Choice/Opt-Out and Correction/Update of Data

To keep you in control of your personal information and the communications directed to you, we allow you to opt-out of the following services: receiving communications from NorthWestern Corporation about new features or services, and transferring your personal information to third parties for the purpose of enabling contact by third parties that offer a product or service that we think would be of value to you. If you object to such use for any reason, you may stop that use either by:

1. Sending an e-mail request to: web@northwestern.com or
2. Sending a letter request by U.S. Mail to:

Webmaster
NorthWestern Energy
11 E. Park St.
Butte, MT 59701-1711

You can correct factual errors in your personally identifiable information by sending us a request to the addresses above that credibly shows error. Please understand that in order to protect your privacy and security, we may also need to take reasonable steps to verify your identity before granting access or making corrections.

Data Security

To prevent unauthorized access, maintain data accuracy, and provide for the correct use of information, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Enforcement and Redress

If for some reason you believe that NorthWestern Corporation has not adhered to its privacy policy, please notify us by either of the methods set forth above. NorthWestern Corporation will do its best to respond to your concerns and, when appropriate, take steps to correct a problem.

Your Acceptance of These Terms

By using this Site, you signify your assent to the NorthWestern Corporation Privacy Policy. If you do not agree to this Privacy Policy, please do not use our sites. Your continued use of the Site following the posting of changes to these terms will mean you accept those changes. If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with NorthWestern Corporation, you may contact us at the address given above.



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