



CUSTOMER NOTICE

NATURAL GAS

RATE INCREASE

NorthWestern Energy submitted an application to the Nebraska Public Service Commission, the cities of North Platte, Kearney, and Grand Island, and the village of Alda for a regulatory rate review of our natural gas rates. Current NorthWestern Energy Nebraska natural gas rates were set using cost information from 2006.

Since then, NorthWestern Energy has invested almost \$40 million in our Nebraska natural gas infrastructure to continue our commitment to providing reliable energy service at the most affordable rates possible to our customers.

Recent investments include:

- Looping of Grand Island and Kearney pipeline facilities
- North Platte alley meter moves
- Grand Island office and warehouse
- Automated Meter Reading technology to replace manually read meters

NorthWestern Energy is requesting a 5.94% increase, or \$3.56 million, in our Nebraska natural gas revenues.

For a typical natural gas residential customer using 100 therms per month, the rate increase, if approved by the cities and the Nebraska Public Service Commission, would mean a monthly bill increase of \$8.26, or 6.35%.

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

We recognize that our rate request will impact our customers during a period when other prices are also increasing. NorthWestern Energy is committed to helping customers who may be struggling with their bills. Customers concerned about their ability to pay their energy bill can contact NorthWestern Energy for information about energy assistance programs and to arrange flexible payment options.

NorthWestern Energy also helps customers with access to critical government and community assistance funding programs through the Low Income Home Energy Assistance Program (LIHEAP) and ACCESSNebraska, which is administered by the Nebraska Department of Health and Human Services.

NorthWestern Energy expects to negotiate with North Platte, Kearney, Grand Island and Alda and submit an agreement to the Nebraska Public Service Commission for review and a decision.

If an agreement is not reached, the Nebraska Public Service Commission will review NorthWestern Energy's application for a regulatory rate review.

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

You can view the actual rate case filing online at **www.NorthWesternEnergy.com/NebraskaRateReview** and/or at the Nebraska Public Service Commission Web site: **<https://psc.nebraska.gov/natural-gas/natural-gas-information>**

Copies of the filing will also be available to look at in-person at each of our office locations.

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

Esta información está disponible en español previa solicitud.