



Nebraska Town Hall Meeting

Commission Application No. NG-124



Safety Share



We're a regulated, publicly traded electric and natural gas provider, serving:

Eight
states

1.35 million
electric and natural gas
utility customers

800+
communities

Our Mission



Improving Life with Energy

Our Vision



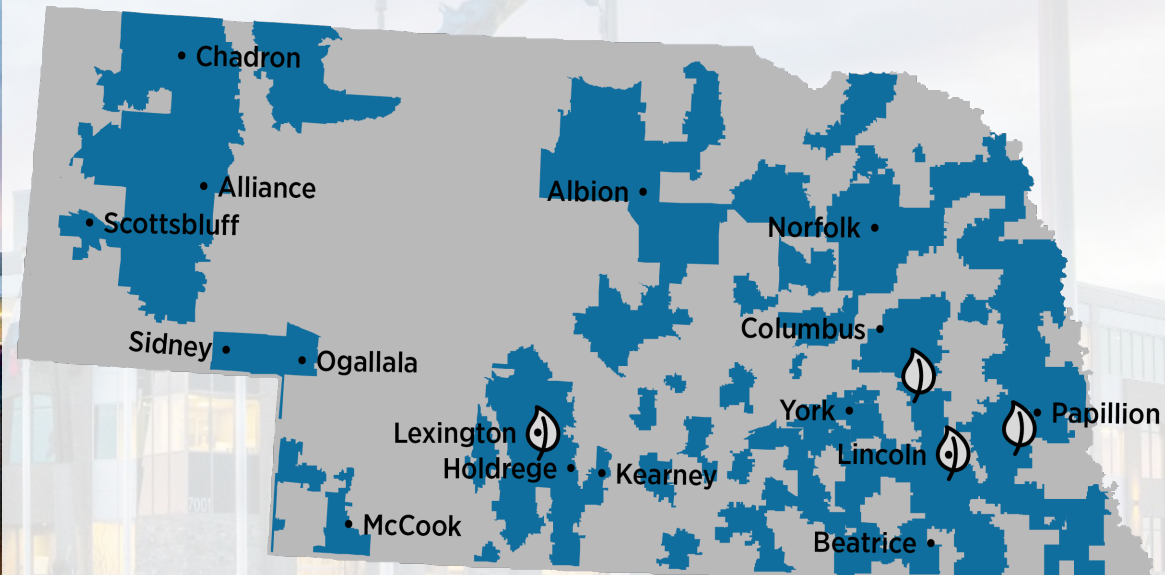
To be the Energy Partner of Choice



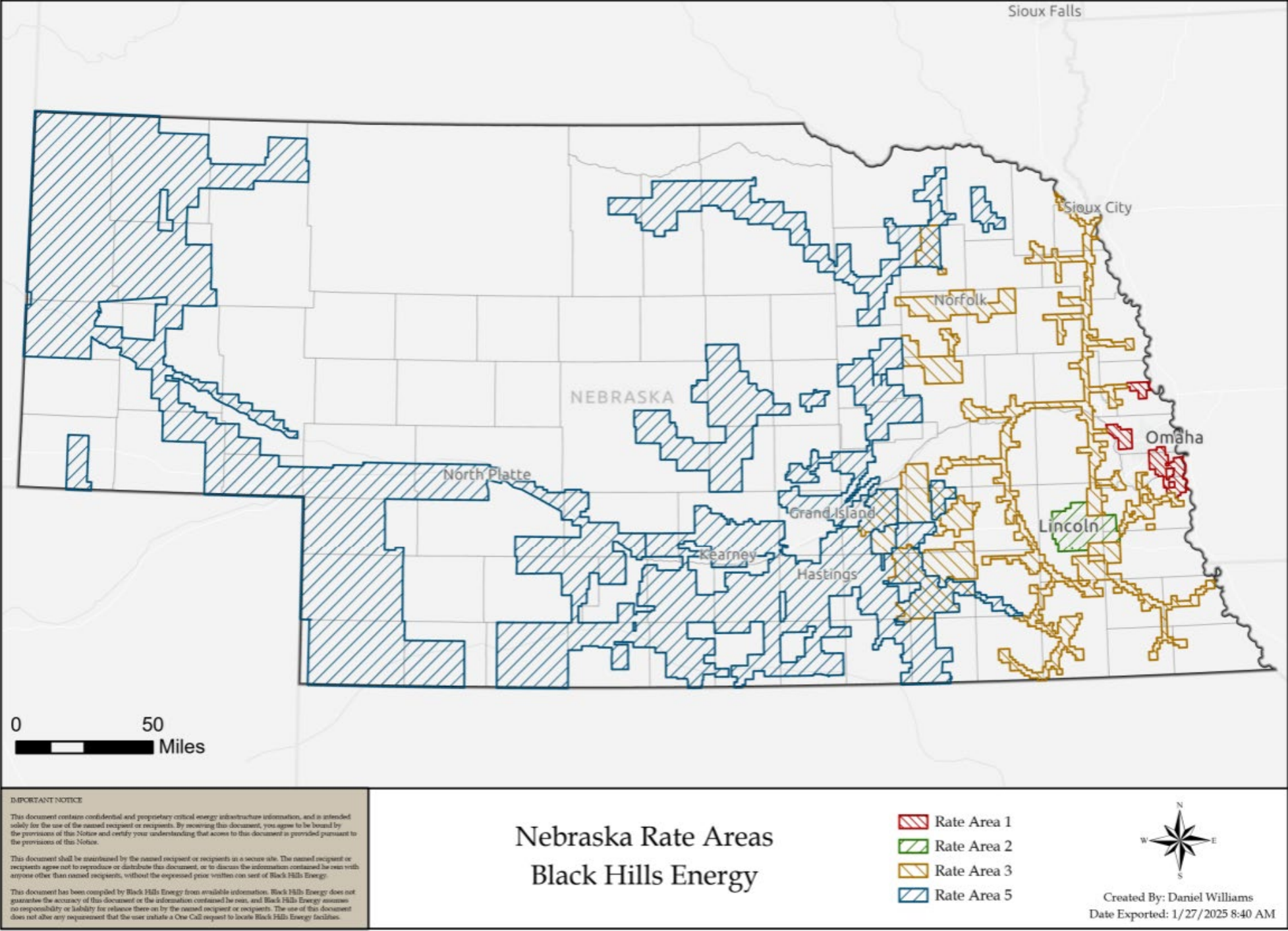
Nebraska

WE SERVE

- 304,429 customers
- 366 employees
- 13,115 miles of pipeline



Know Black Hills Energy



Nebraska Rate Areas

Nebraska: Our community impact

\$90.2 Million in 2024 direct economic impact*



\$823,000 CHARITABLE GIVING

Included contributions and sponsorships to nonprofits, chambers and economic development organizations, United Way, energy assistance, in-kind donations, scholarships and investments in trees.



\$115,000 ECONOMIC DEVELOPMENT

Aided economic development organizations and chambers of commerce working to strengthen communities.



\$69,000 UNITED WAY PLEDGES

Benefited United Ways across Nebraska including over \$55,000 in employee pledges plus a 25% match from Black Hills Corp. Foundation.



\$144,000 ENERGY ASSISTANCE

Raised for our energy assistance program, Black Hills Cares, that helped families in need. Company match is included.



4,000+ VOLUNTEER HOURS

Company employees lending a hand in service to community organizations.



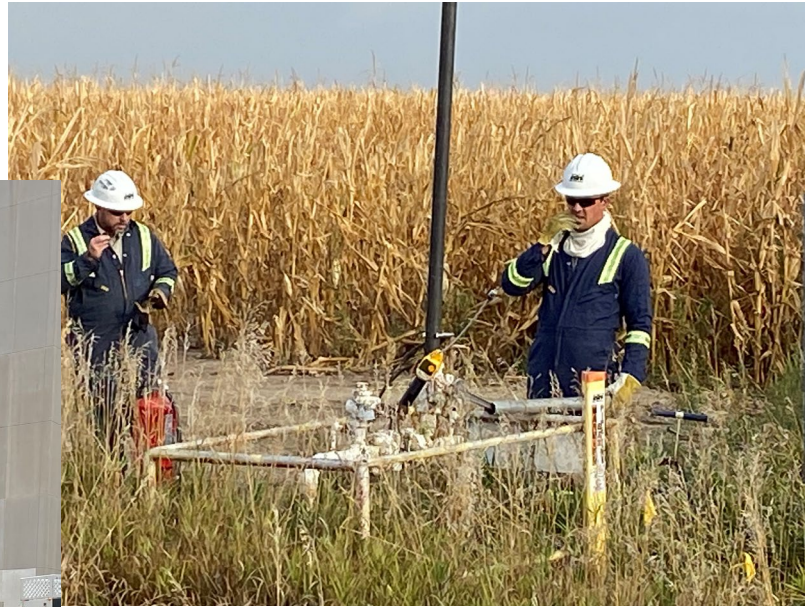
1,600+ FIRST RESPONDERS & EXCAVATORS

Trained on emergency response and safe digging practices so everyone knows safety is our top priority and the rules around 811.



Ready

*includes charitable giving, employee compensation, taxes, etc.



Ongoing Investments
Ensure Safety and
Reliability

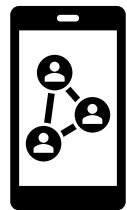
Meeting Customers Where They Are

Contact Center



Live Chat

Email



Social Media

Live Call



Self-Service



www.blackhillsenergy.com

Phone



Proactive Account
Notifications

Customer Surveys

Five-point scale



4.6

"How would you rate your overall experience with Black Hills Energy?"

4.6

"Thinking about your last interaction, how easy was it to work with Black Hills Energy?"

Support for Customers

Low-Income Home Energy Assistance Program (LIHEAP)

A federally funded program to help customers pay their energy bills.

Black Hills Cares

Helps our neighbors who are struggling to pay their energy bills. In the last few years, Black Hills Cares has provided approximately \$420,000 in customer, employee and company donations to assist those in need in our Nebraska communities.

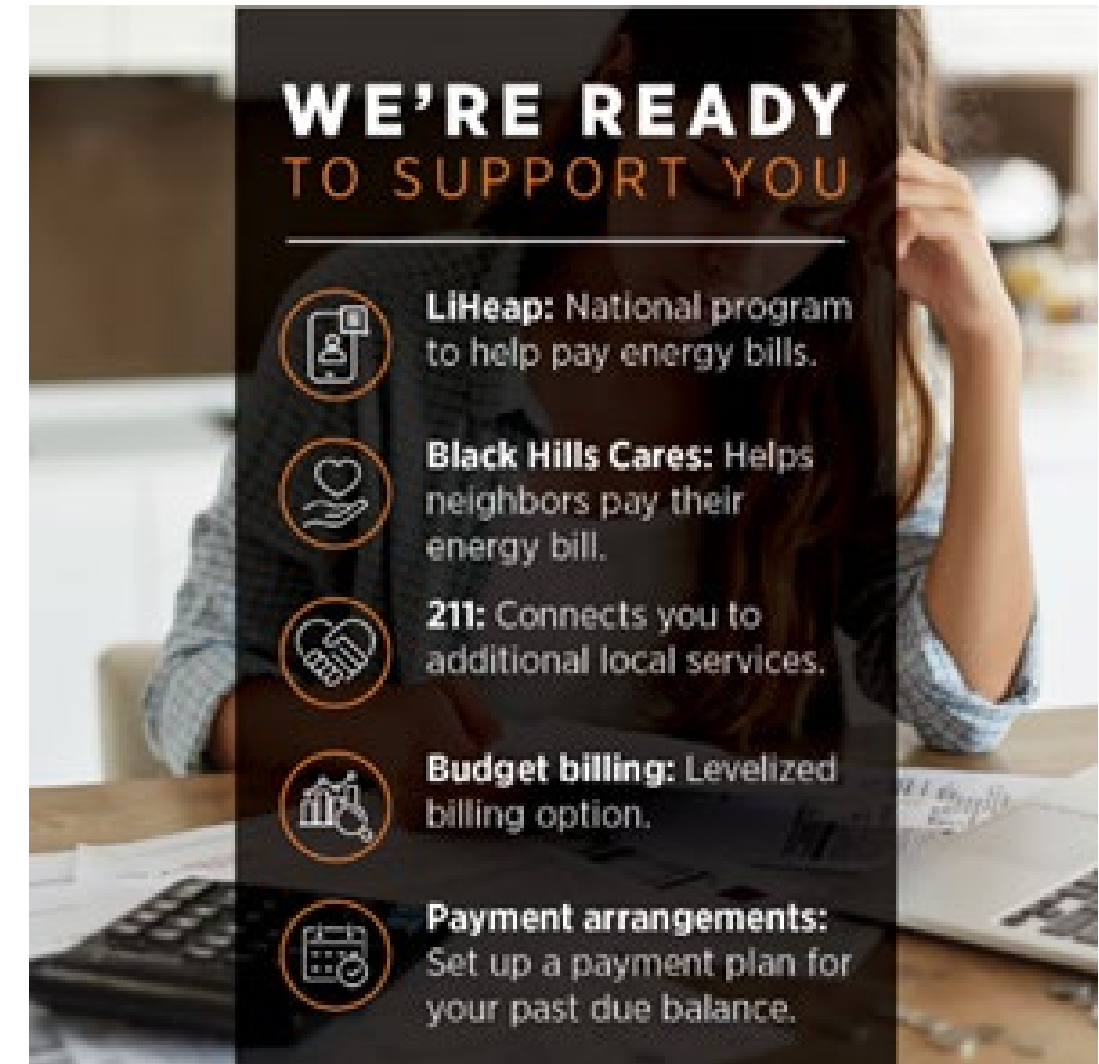
Budget Billing

A free, stable billing plan that provides more predictable bills by averaging the amount paid each month to help avoid seasonal spikes in usage.

Payment Arrangements

Customers are offered additional time to bring their account up to date by dividing the full balance evenly over an agreed-upon time frame.

To learn more about these and additional assistance options, call our customer support team at 888-890-5554 or visit blackhillsenergy.com/assistance.



How your energy rates are set

1 We invest in our system to meet your energy needs.



2 We pay for those investments and customers gain immediate benefits.




3 We must recover those investments. When necessary, we seek a rate increase.




4 We take months to compile a case based on the investments and operating costs from a historical year.



5 We file a case with the NPSC and they thoroughly review our request.



6 Interim rates appear on customer bills effective Aug. 1, 2025.



7 Customer comment meetings will take place.




8 The NPSC approves final rates.



9 New rates appear on customer bills.



10 Customers may receive a refund for the difference charged between the interim rate and the NPSC approved rate.



Proposed Customer Impact

Customer Class	Average Monthly Bill Current Rates	Average Monthly Bill Interim Rates	Average Monthly \$ Change	Average Monthly % Change
Residential				
54 Therms average use	\$ 66.79	\$ 73.06	\$ 6.27	9.4%
Small Commercial				
118 Therms average use	\$ 143.85	\$ 150.14	\$ 6.29	4.4%
Large Commercial				
1,514 Therms average use	\$ 1,139.28	\$ 1,239.80	\$ 100.52	8.8%

**Small Commercial – Customers using less than 5,001 therms per year*

**Large Commercial - Customers using more than 5,000 therms per year*

Sample Residential Bill

Monthly Gas Bill – Pre-Filing

Delivery and distribution: Costs to bring energy to your address.	\$ 36.38
Billing Details	
Customer Charge*	\$ 15.70
Distribution Charge 20 Therms @ \$0.50858	\$ 10.17
Distribution Charge 34 Therms @ \$0.15	\$ 5.10
State Regulatory Assessment	\$ 0.13
Safety and Integrity Charge	\$ 5.28

Energy Supply: Cost of natural gas. **\$ 30.41**

Billing Details	
PGA 54 therms @ \$0.54634	\$ 27.36
GCR 54 therms @ \$0.05646	\$ 3.05

Total Bill (excluding taxes and fees) \$ 66.79

Monthly Gas Bill – Proposed Rates

Delivery and distribution: Costs to bring energy to your address.	\$ 42.65
Billing Details	
Customer Charge*	\$ 31.25
Distribution Charge 10 Therms @ \$0.42242	\$ 4.22
Distribution Charge 44 Therms @ \$0.15	\$ 6.60
State Regulatory Assessment	\$ 0.13
Safety and Integrity Charge	\$ 0.45

Energy Supply: Cost of natural gas. **\$ 30.41**

Billing Details	
PGA 54 therms @ \$0.54634	\$ 27.36
GCR 54 therms @ \$0.05646	\$ 3.05

Total Bill (excluding taxes and fees) \$ 73.06

Base Rate Increase: **\$6.27**
Total Bill Percent Increase: **9.4%**

*Customer Charge line includes the HEAT charge

Proposed Non-Recurring Charges

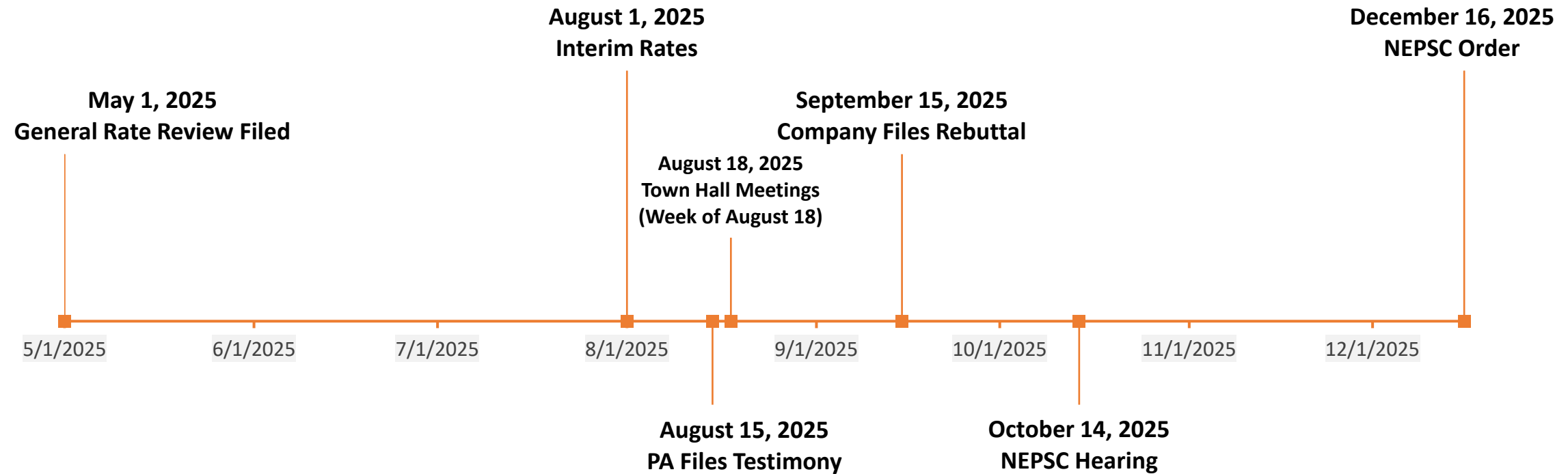
Non-Recurring Charge	Current Charge	Proposed Charge
Connection / Reconnection (During Business Hours 8:00 a.m. – 4:00 p.m.)	\$40.00	\$55.00
Connection / Reconnection (Outside of Business Hours)	\$80.00	\$155.00
Late Payment Charge	1%	1.5%
Meter Test Charge	\$40.00	\$55.00

Choice Gas Program

Rate Area 5 – Residential and Commercial Customers

- Supplier Pricing Options
 - Residential – Up to 2 years
 - Commercial – Up to 3 years
- Pricing types:
 - Fixed Monthly Bill (FMB)
 - Fixed rate per therm
 - Market-based pricing
- Terms and Conditions
 - Governed by agreement between Supplier and Customer
- Interim Rate Impact
 - Some FMB pricing may be affected by the rate review

Next Steps



Contact Information

- Online:
 - www.blackhillsenergy.com/customer-service#contact-us
- By phone:
 - 1-888-890-5554
- Nebraska Rates and Regulatory Information:
 - www.blackhillsenergy.com/reliableNE