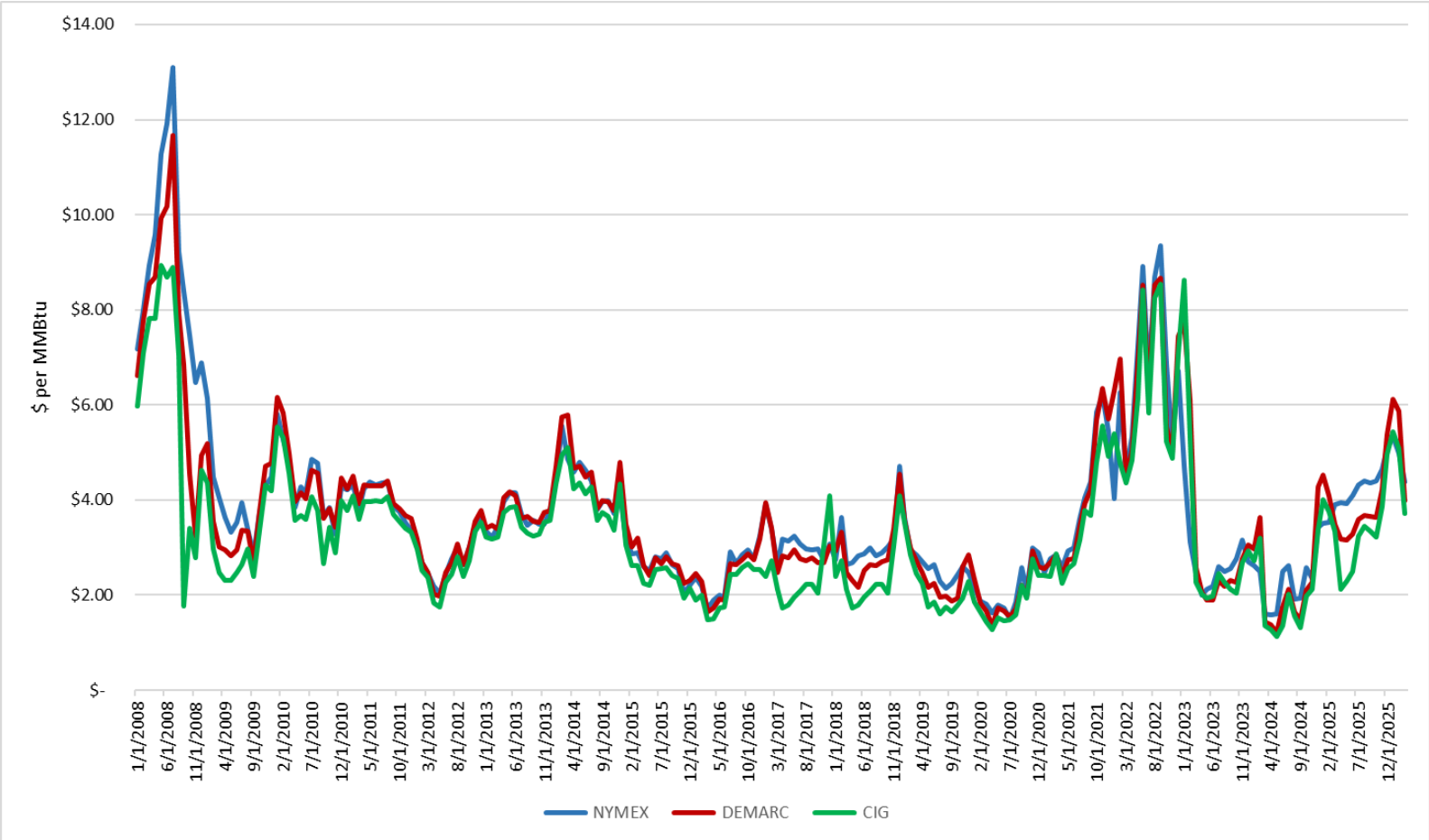




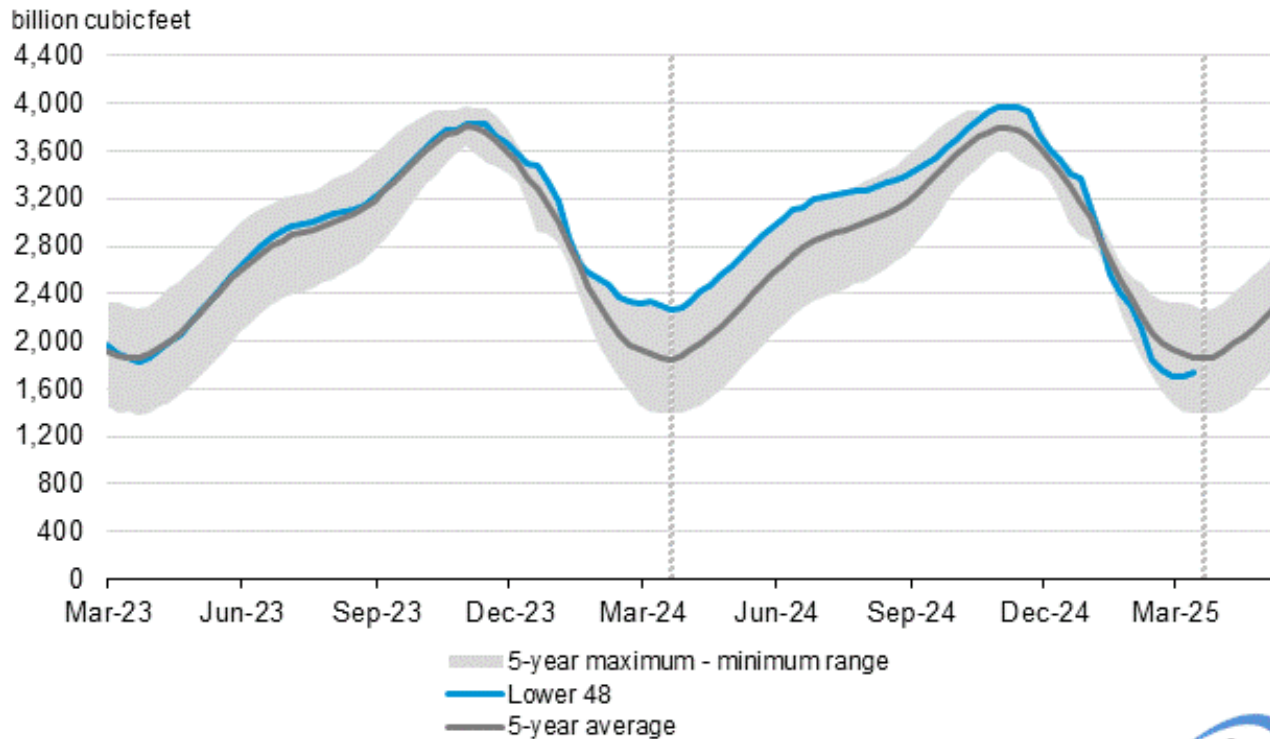
Spring 2025 Supply Price Update

Historical and Future Pricing



Storage Outlook

Working gas in underground storage compared with the 5-year maximum and minimum



Data source: U.S. Energy Information Administration




Note: The shaded area indicates the range between the historical minimum and maximum values for the weekly series from 2020 through 2024. The dashed vertical lines indicate current and year-ago weekly periods.

What factors are affecting natural gas prices?

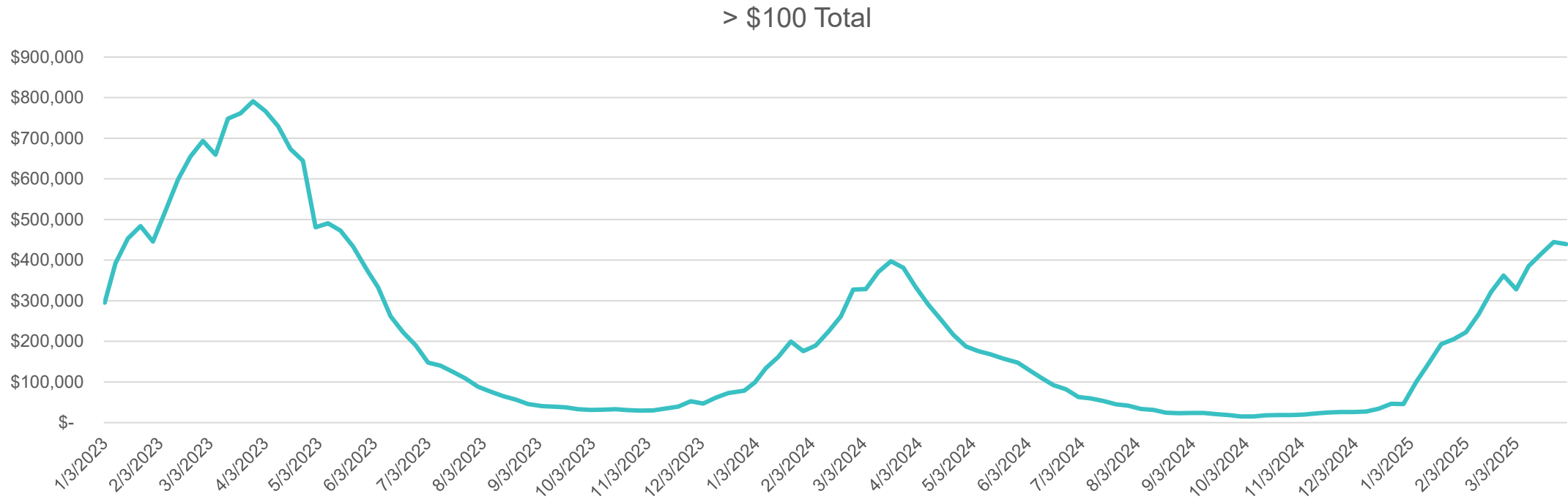
- **Cold weather in January and February led to large storage withdrawals.**
- **The large storage withdrawals left natural gas storage inventories below average at the beginning of the injection season.**
- **Large quantities of natural gas are expected to be used for electric generation and liquid natural gas (LNG) exports this summer.**
- **Low storage inventories and large expected demand from LNG and power generation have pushed prices higher.**



NPSC Quarterly Update

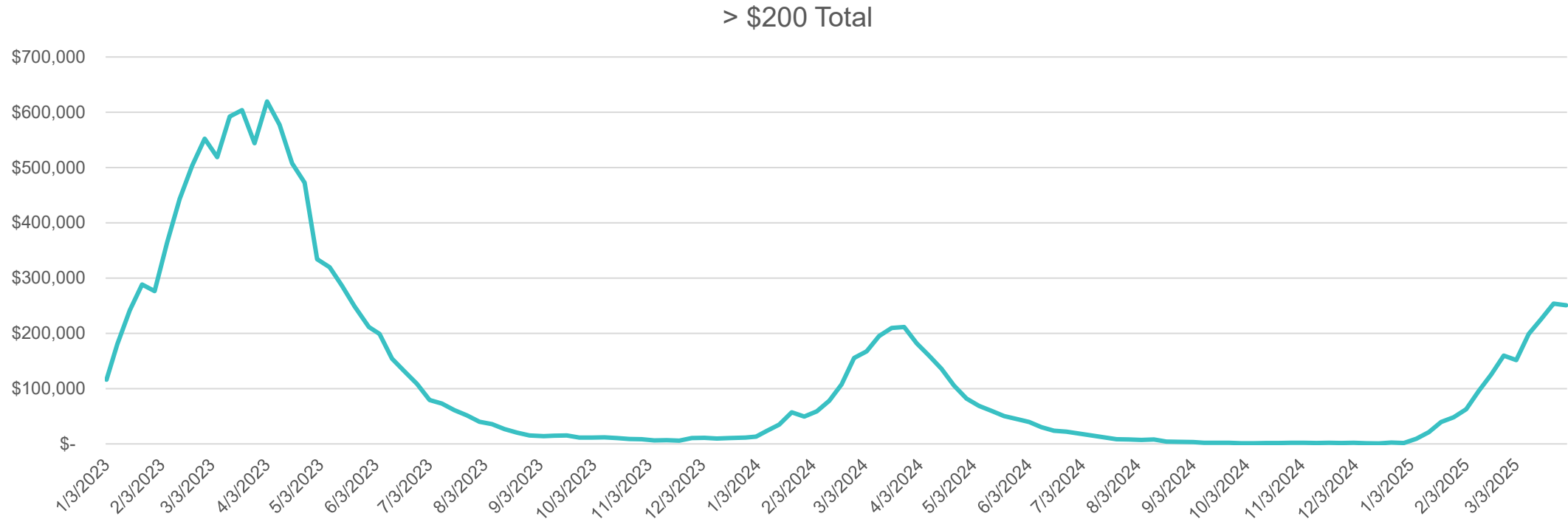
- NE Residential Arrears
 - Customer Assistance Report
- 

Total Arrearage (Residential - \$100 or greater)



Average from Jan 2023 through Feb 2025: \$215,251.00 for accounts with arrears of \$100 or greater

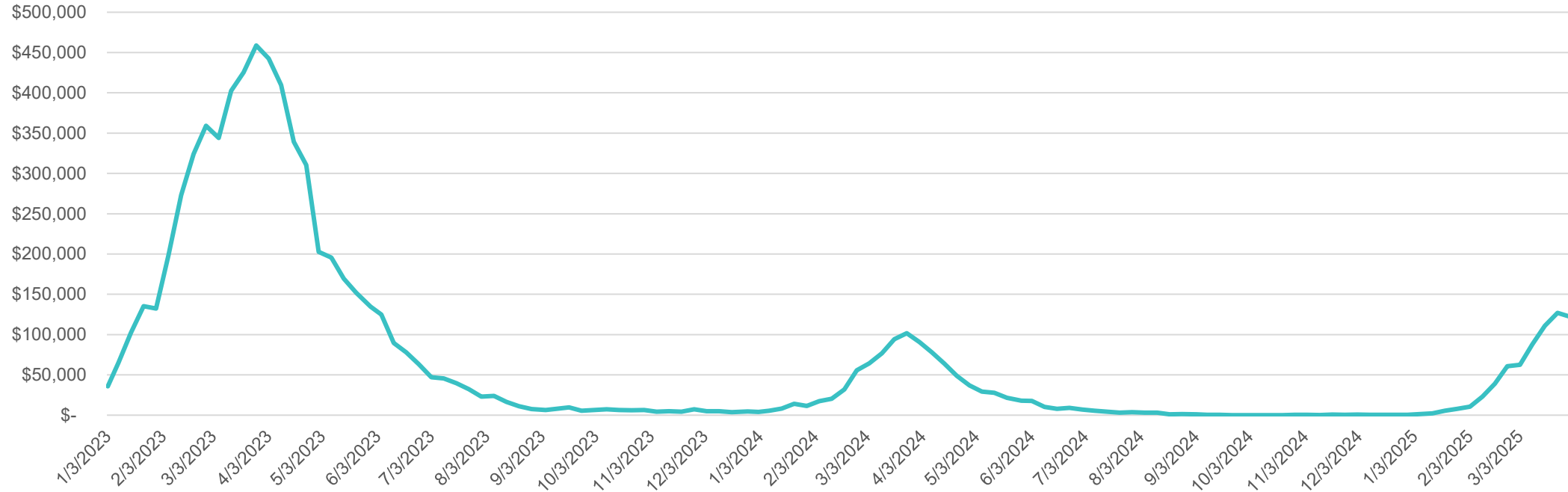
Total Arrearage (Residential - \$200 or greater)



Average from Jan 2023 through Feb 2025: \$119,482.00 for accounts with arrears of \$200 or greater

Total Arrearage (Residential - \$300 or greater)

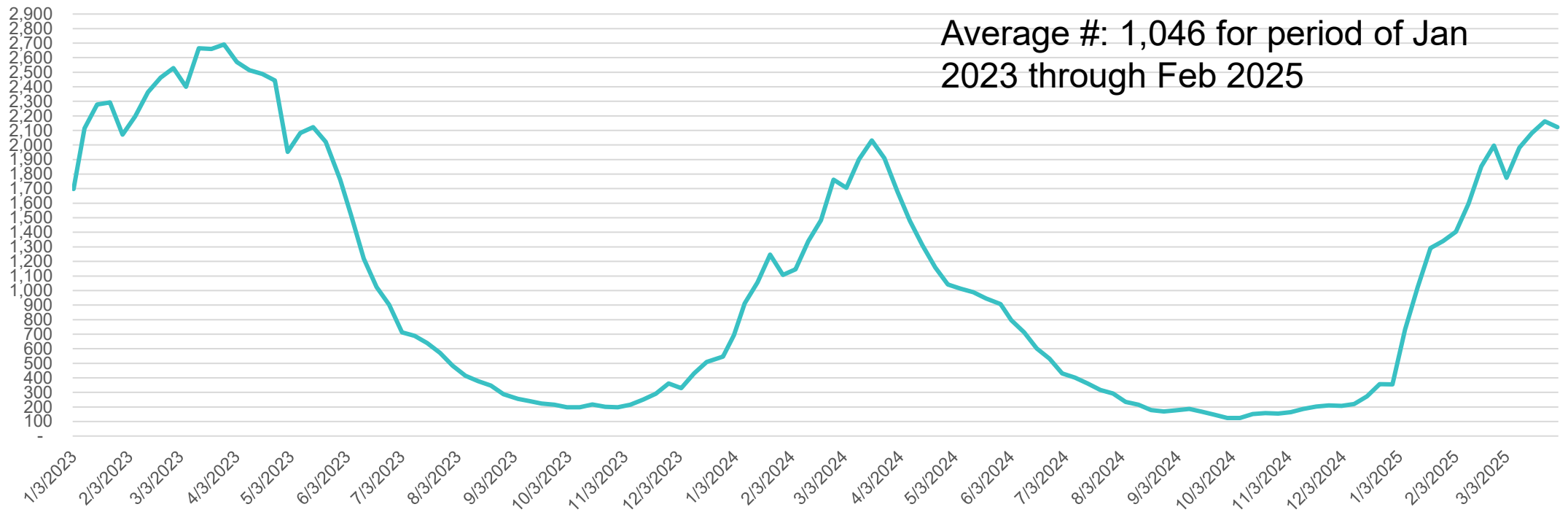
> \$300 Total



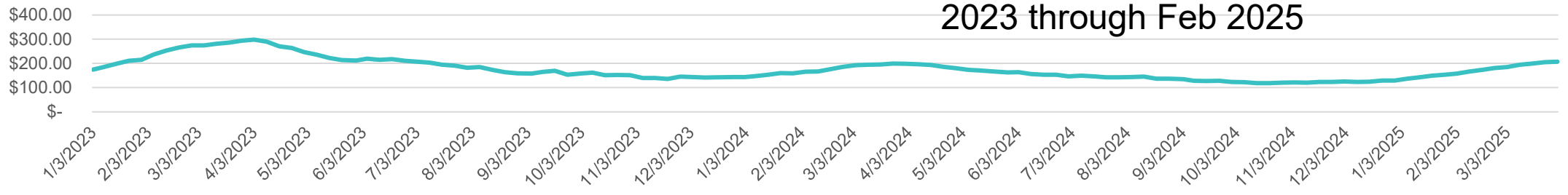
Average from Jan 2023 through Feb 2025: \$67,635.00 for accounts with arrears of \$300 or greater

Number of accounts and average arrearages (\$100 or greater)

Accts > \$100

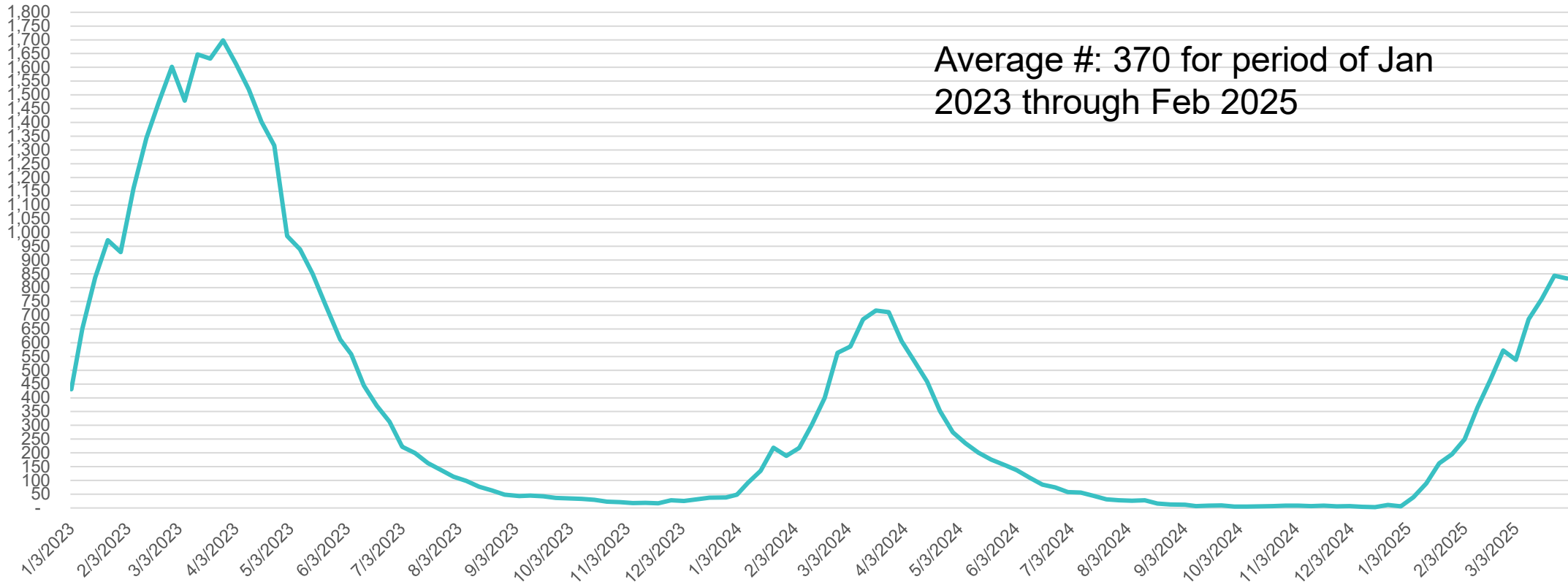


Avg > \$100

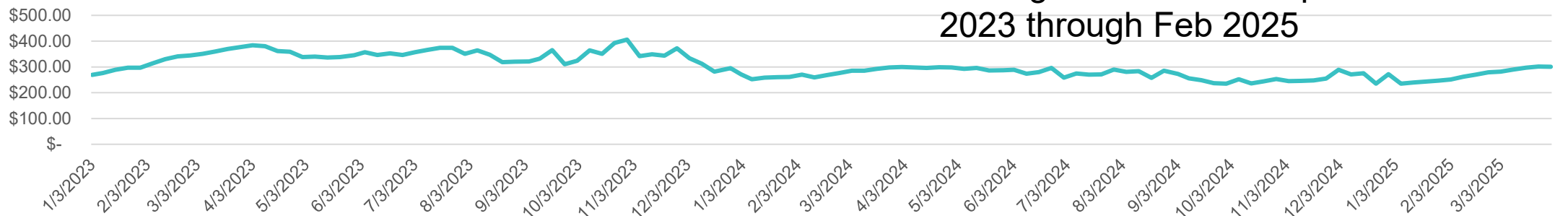


Number of accounts and average arrearages (\$200 or greater)

Accts > \$200

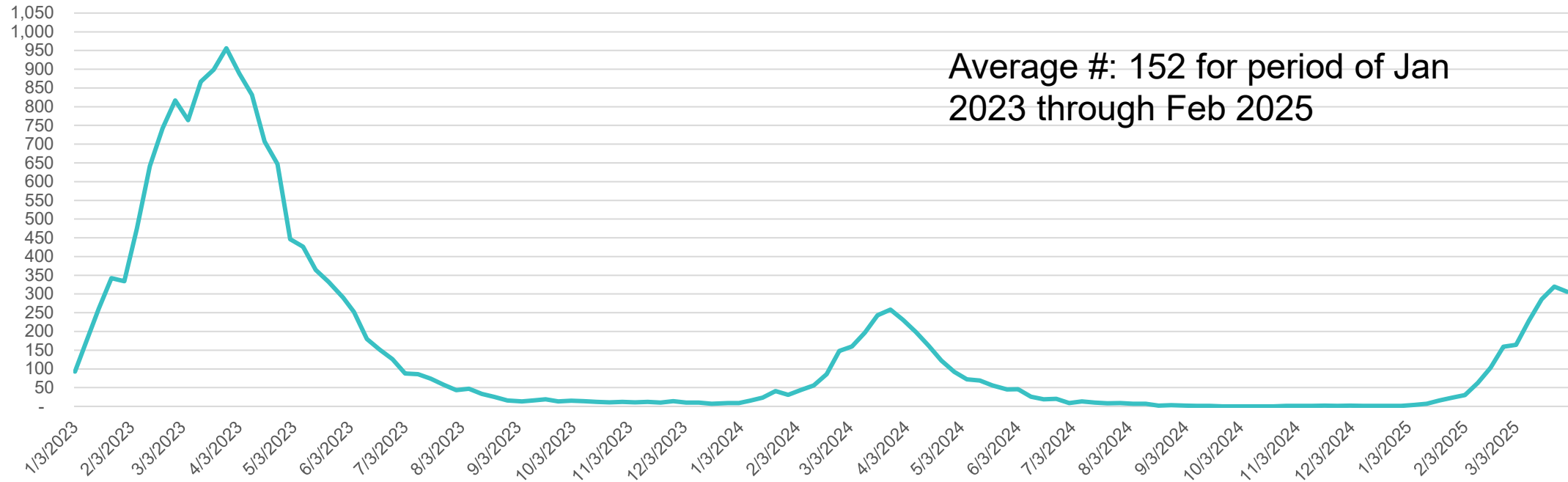


Avg > \$200



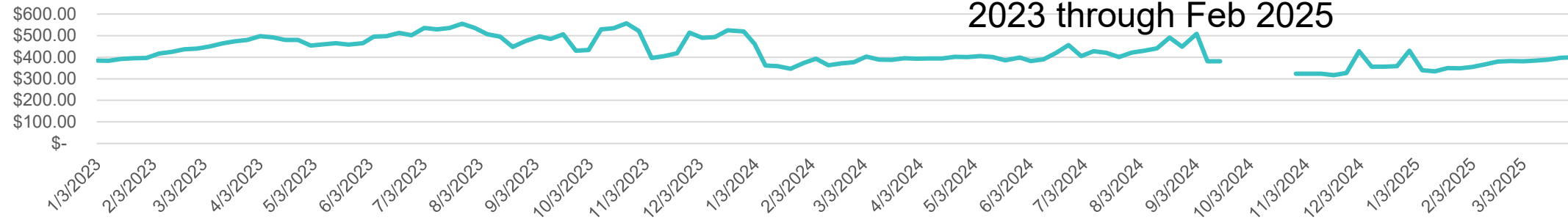
Number of accounts and average arrearages (\$300 or greater)

Accts > \$300



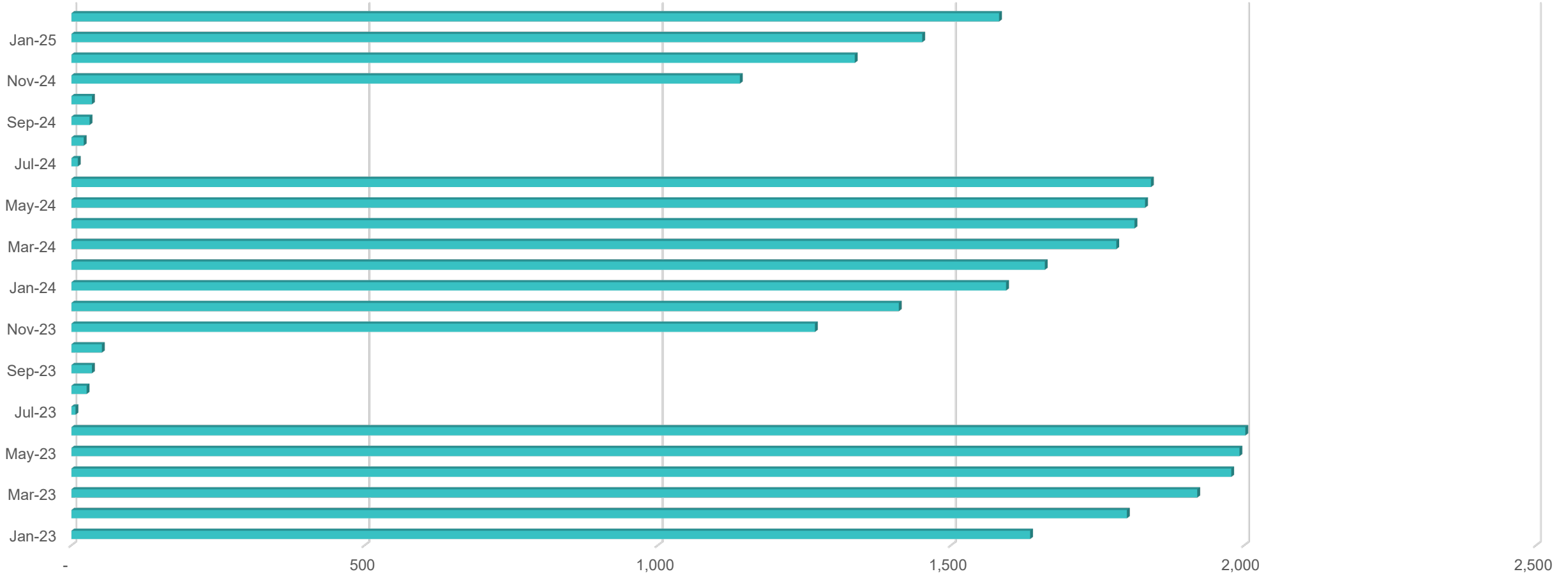
Avg \$300

Average \$: \$424.00 for period of Jan 2023 through Feb 2025



Energy Assistance - LIHEAP

LIHEAP Count

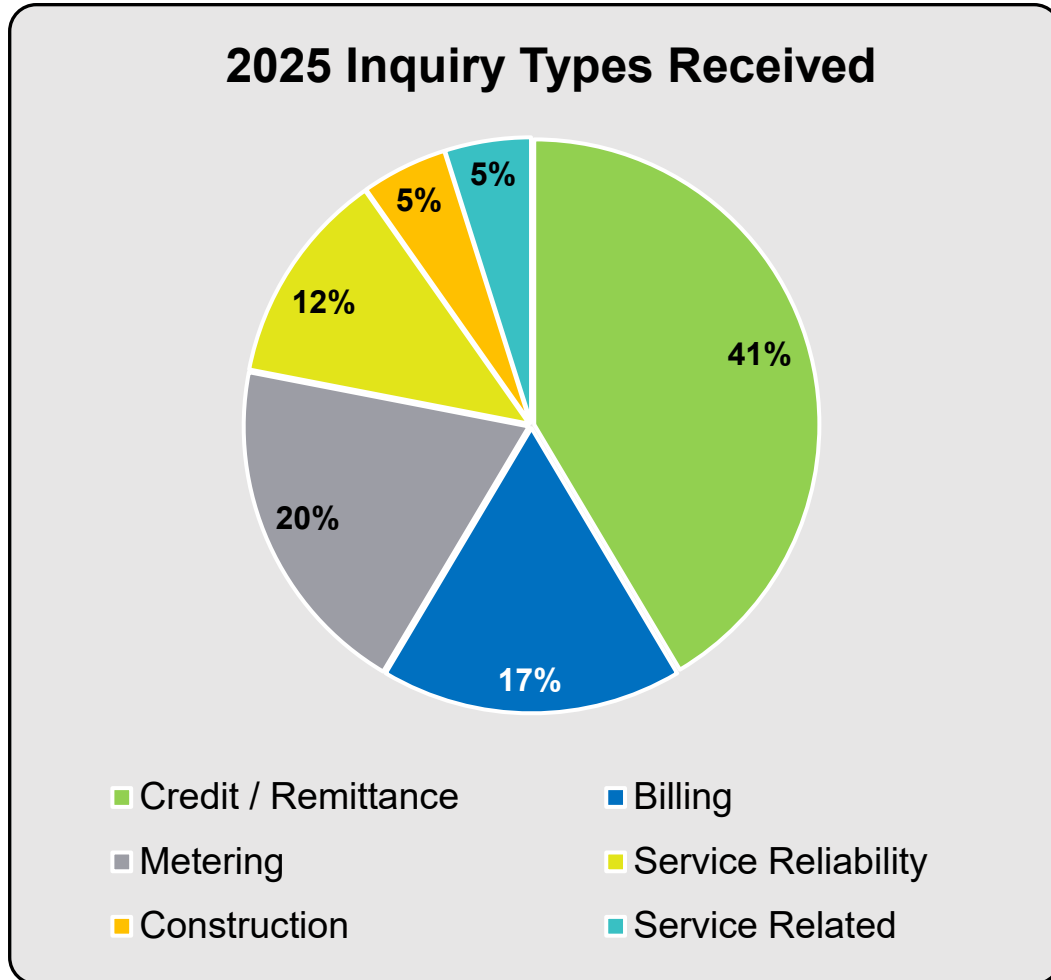


2023 – 2,002

2024 – 1,841

2025 (to date) – 1,582

Key Findings: Customer Assistance and Inquiry Activity Overview



As of the end of Q1 2025, inquiries across our three-state territory have decreased by 16%!

- **Increase in:**
 - Credit/Remittance-related inquiries, particularly concerning credit disconnections.
- **Decrease in:**
 - Metering-related inquiries.
 - Construction-related inquiries.

Customer Assistance and Inquiry Activity Overview: Action Items



Statement Readability for Rates and Taxes



Enhance Training for Customer Service Representatives



Review and update processes to include additional tax information that will assist frontline staff in addressing customer tax inquiries.



We are finalizing a working spreadsheet that will serve as a reference tool for our customer service team.



Increase communication efforts and provide further retraining for frontline staff. Ensure that all agents prioritize understanding the differences in rates across various states.

Personalized Notifications! – A New Communication System to Enhance Customer Service

We now offer greater flexibility in how customer's receive communications from us!

Customer's now have options for how they want to be notified about outages, bills, payments and more!

NorthWestern Energy has recently implemented a new communication system designed to improve customer service. This technology leverages real-time data to enhance response times for customer calls and emails, providing more information to crews, dispatchers, and support personnel for faster service restoration during outages.



**Outage Alerts
(Email/Text):**

Receive notifications for power outages and restorations.



**Billing and Payment
Notifications**

Get alerts for bill readiness, payment due dates, and payment confirmations.



**Friends and
Family
(Email/Text):**

Allow up to two additional contacts to receive notifications, such as alerts for payment due dates or power outages.



**Company News and
Events (Email Only):**

Stay informed on the latest news and energy efficiency tips from NWE.

Announcements: Energy Connections



Keep your gas meter clear of snow and ice

Natural gas is very safe. However, if a natural gas leak occurs, you need to be aware of the hazards. Natural gas is highly flammable and easily ignited by sparks and static electricity. NorthWestern Energy makes it easy to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

Leave the area immediately.

Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.

When at a safe distance, at least 300 feet away, call 911 and NorthWestern Energy.

Natural gas is lighter than air and can migrate into enclosed spaces. If you smell natural gas, evacuate the area on foot and move upwind of the leak.



Annual pipeline inspections underway

Every year, NorthWestern Energy does leak surveys on our natural gas system. This includes gas main lines, service lines and gas meters. In coming months, you may see NorthWestern Energy crews working throughout neighborhoods using leak detection equipment.



How to recognize a natural gas leak

A gas leak is often recognized by smell, sight, or sound:

Smell — A distinctive sulfur-like or rotten-egg odor is added to natural gas, so you'll recognize it quickly. However, do not rely on your sense of smell alone to detect a natural gas leak.

Look — You may see dirt blowing into the air from a hole in the ground; continuous bubbling in water; dead or dying vegetation (in an otherwise moist area) over or near a pipeline; a damaged connection to a gas appliance; or an exposed pipeline after an earthquake, fire, flood, or other disaster.

Listen — You may hear a hissing, whistling, or roaring sound as natural gas escapes from a pipe. If you suspect a natural gas leak, warn others and immediately leave the area. From a safe location at least 300 feet from the suspected leak, call 911 and NWE, any time, day or night.



The hazards of a natural gas release

Natural gas is very safe. However, if a natural gas leak occurs, you need to be aware of the hazards. Natural gas is highly flammable and easily ignited by sparks and static electricity. NorthWestern Energy makes it easy to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

Leave the area immediately.

Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.

When at a safe distance, at least 300 feet away, call 911 and NorthWestern Energy.

Natural gas is lighter than air and can migrate into enclosed spaces. If you smell natural gas, evacuate the area on foot and move upwind of the leak.