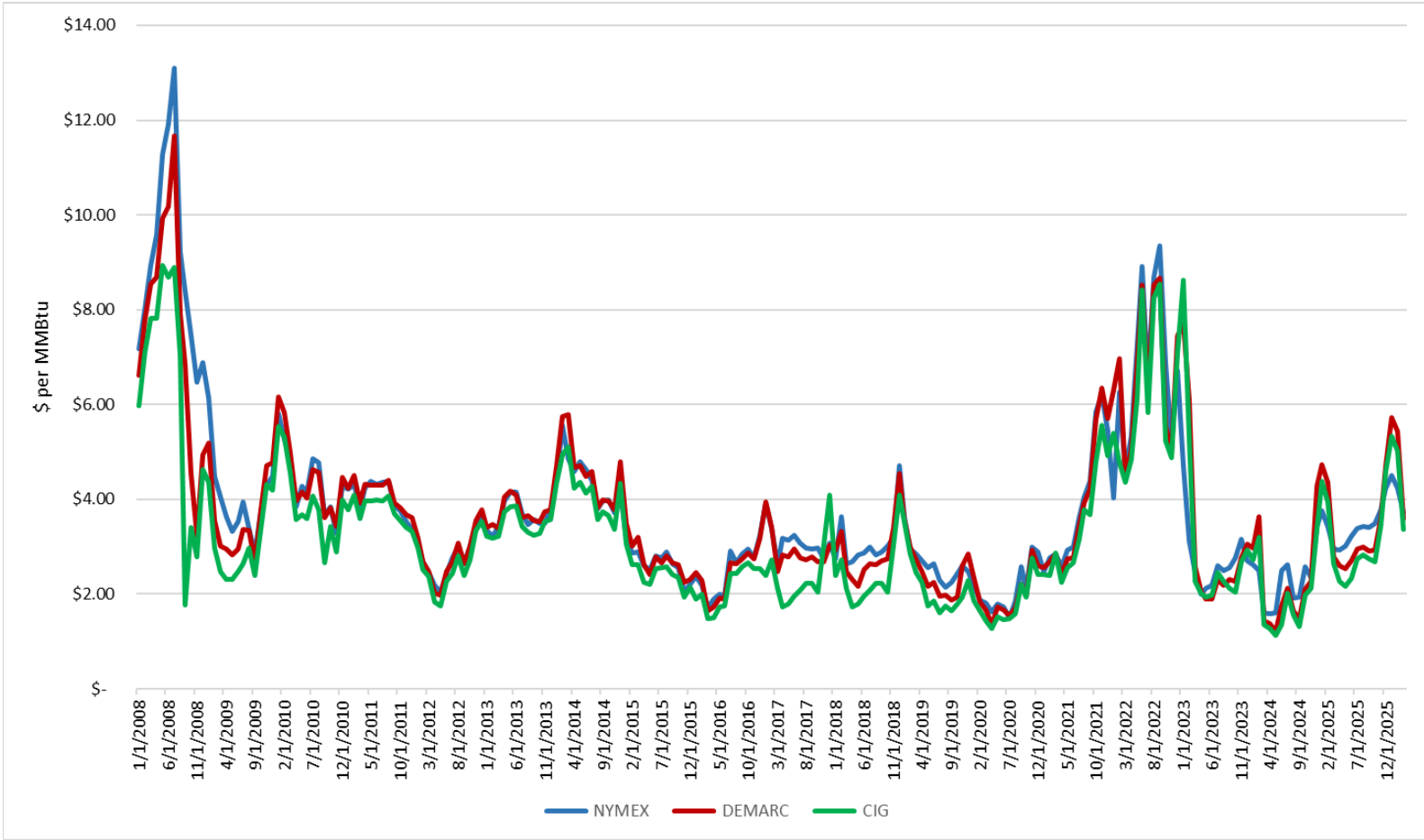




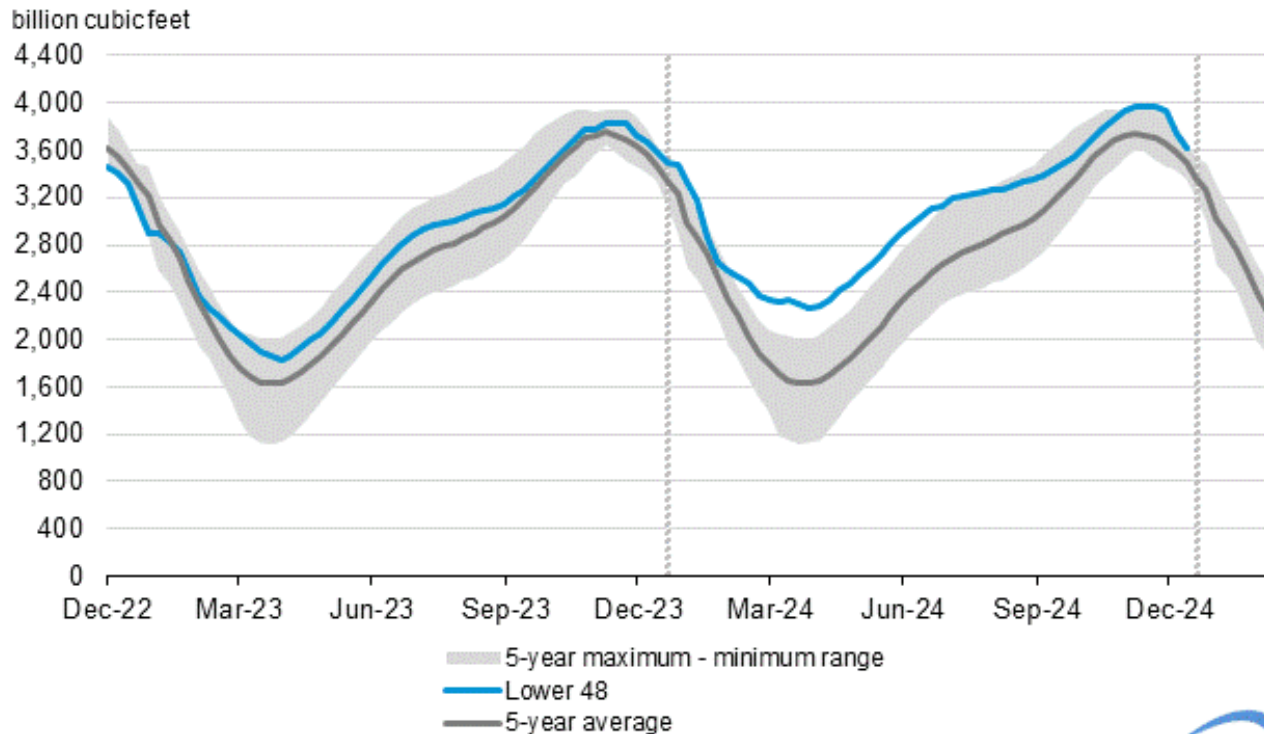
January 2025 Supply Price Update

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

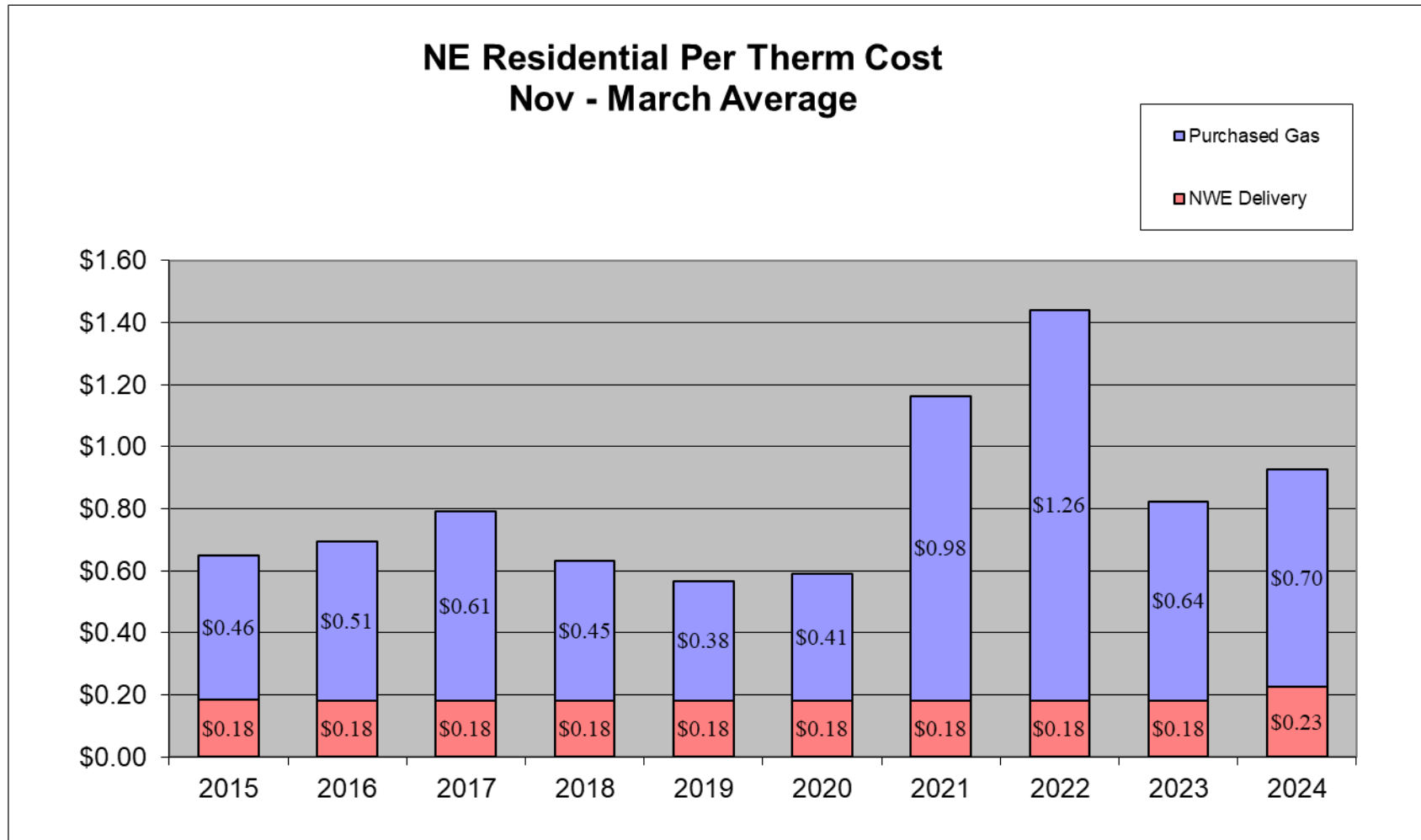


Note: The shaded area indicates the range between the historical minimum and maximum values for the weekly series from 2019 through 2023. The dashed vertical lines indicate current and year-ago weekly periods.

What factors are affecting natural gas prices?

- **Natural gas production is down from the beginning of the year.**
- **Mild temperatures have led to lower storage withdrawals so far this winter. The lower withdrawals have led to storage inventories that are at the top of historical averages.**
- **New LNG terminals are anticipated to begin operations in the summer of 2025.**

NorthWestern's Ten-year Nebraska Winter Season Residential Prices

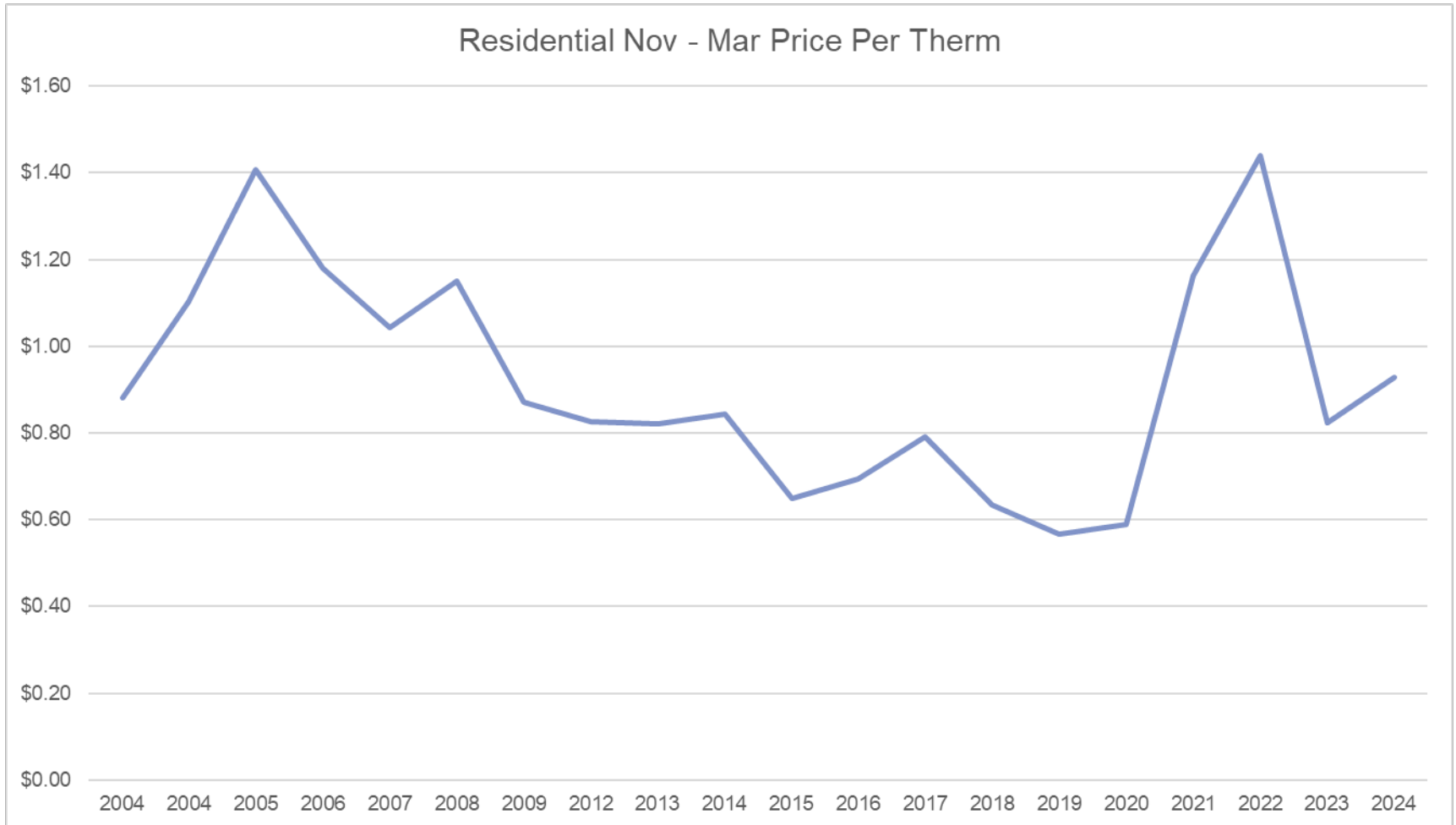


Historical NorthWestern Winter Prices

	<u>750 Therm Winter Bill</u>	<u>Per Therm</u>	<u>Price Change %</u>
November 1, 2020	\$441.65	\$0.59	
November 1, 2021	\$872.95	\$1.16	98%
November 1, 2022	\$1,079.40	\$1.44	24%
November 1, 2023	\$617.10	\$0.82	-43%
*November 1, 2024	\$695.57	\$0.93	13%

*Includes delivery interim rates that became effective October 1, 2024.

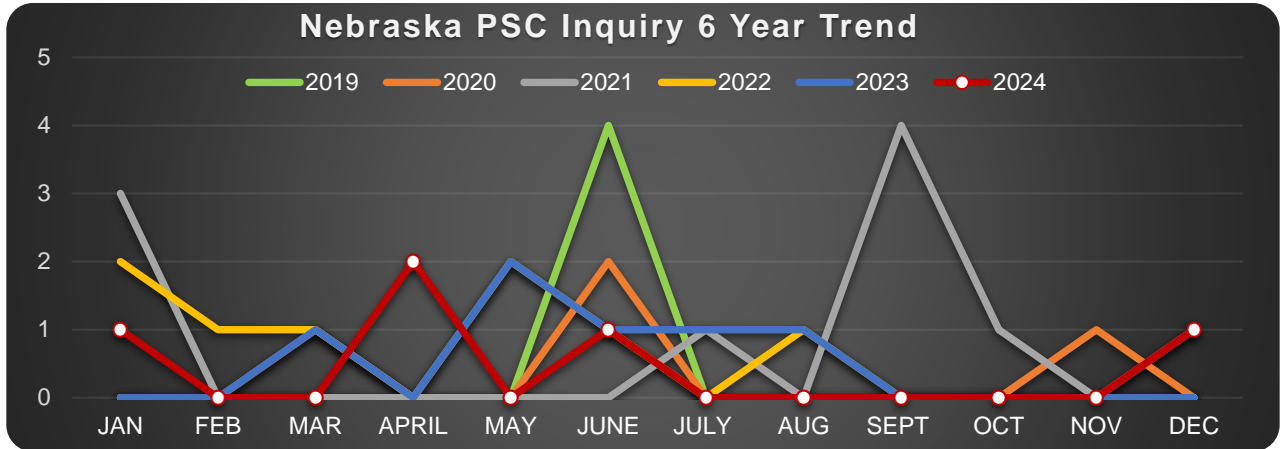
NorthWestern's Twenty-year Nebraska Winter Season Residential Price Per Therm





NPSC INQUIRY REPORT

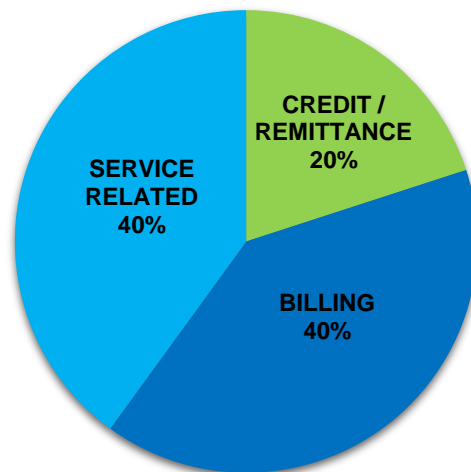
2024 Year-End



Activity at a Glance

- ❖ In the 4TH Quarter of 2024, we received 1 PSC inquiry.
- ❖ In 2024 we received a total of 5 PSC inquiries originating in:
 - 3 - North Platte
 - 2 - Grand Island
- ❖ This compares to 6 PSC inquiries received in 2023

2024 Inquiry Types Received & Resolved



1 - Credit / Remittance
• DISCONNECT FOR NON-PAYMENT

2 - Billing
• (1) STATEMENT READABILITY
• (1) DISPUTED BILL

2 - Service Related
• (1) IVR
• (1) PAYMENT FEE

INQUIRY DETAILS AND RESOLUTION

RECEIVED DATE/TIME	ACCT PREM	AREA	INQUIRY TYPE	SUB TYPE	RESPONDED
1/22/2024 1:05PM	2696138	NORTH PLATTE	BILLING	OTHER	1/23/2024 2:18pm

SUMMARY RESPONSE

Mr. and Mrs. Fenster have moved back home to Sunset Dr. from the nursing home at 4000 W. Philip Street, Linden Court, North Platte NE 69101 and want their bill to be sent to their home address on Sunset Dr. instead of the nursing home on Philip Street. They were doing that, so they were paying it on time.

I've changed the Fenster's mailing address back to the premise address. I also gave Willa a call because I noticed that their account was set up on Auto Pay, and I wanted to confirm if they wanted to continue to pay their bill through this method. She did confirm that she loved the Auto Pay program and that she wanted to keep using this payment option. While on the phone with Willa, I also asked if they had any difficulties contacting NorthWestern Energy or locating our 800 number. She didn't think she had any issues; it seemed that she may not have been aware that she contacted the NPSC instead of NorthWestern Energy. I did go ahead and inform her where to locate our 800 number on her billing statement to hopefully help her reach us easier next time she needs to contact us.

RECEIVED DATE/TIME	ACCT PREM	AREA	INQUIRY TYPE	SUB TYPE	RESPONDED
04/11/2024 11:20AM	4162108	NORTH PLATTE	SERVICE RELATED	PAYMENT FEE	04/12/2024 11:31am

SUMMARY RESPONSE

Mr. Gibbs called regarding the flat fee of \$2.75 charged to his debit/credit card every time he pays his gas bill. He states that companies cannot charge a higher fee for charge cards than what their processor charges the company and believes this is a FTC regulation. He feels NorthWestern is making a profit off this fee. He also is frustrated that the local office only takes checks or cash, and it has to be exact cash because they don't have change so if you pay more it is a credit to his bill. Please investigate.

I spoke with Jason yesterday and I explained to the payment processor (Paymentus in our case) sets the fee. Tony called the customer explained the convenience fee and that it is not a surcharge and does cover interchange fees, etc. He also clarified that it is legal to charge fees for payment by credit or debit card. Lastly, he advised Jason that he can make check/ACH payments free of charge through IVR & online with no fee. In reference to the office not providing change to our customers, I clarified with him that we do offer change back. We do ask our customers if they want their change back or the credit applied to account. We give them the choice. The last time Jason made a payment on an account was in 2021 for a previous account when the fee was \$1.99.

RECEIVED DATE/TIME	ACCT PREM	AREA	INQUIRY TYPE	SUB TYPE	RESPONDED
04/25/2024 2:45pm	3650772	GRAND ISLAND	CREDIT / REMITTANCE	DISCONNECT	04/26/2024 9:34am

SUMMARY RESPONSE

Mr. Pablomendoza called because he received a disconnection notice and does not understand why because he received assistance from DHHS of \$700 and thought his bill was paid in full with funds left over. He states his bill is \$124. Please investigate his account to see if the DHHS funds were received yet.

I have reviewed Ignacios account and found the LIEAP payment of \$700.00 was applied to the account on 04/24/2024. The disconnect notice that was mailed on 04/19/2024 is no longer in effect and the account now has a Credit Balance of (\$505.35). I have attempted to reach Ignacio at 308-390-5959, but unfortunately, I have not been able to reach anyone at this number to advise this information. I will attempt to call again this afternoon.

RECEIVED DATE/TIME	ACCT PREM	AREA	INQUIRY TYPE	SUB TYPE	RESPONDED
--------------------	-----------	------	--------------	----------	-----------

06/25/2024 2:22pm	2689303	NORTH PLATTE	SERVICE RELATED	IVR	06/25/2024 3:39pm
-------------------	---------	--------------	-----------------	-----	-------------------

SUMMARY RESPONSE

Mr. Knox has been calling and cannot get through to a real person to pay his bill. He doesn't like the machine and could not figure out how to get out of it to reach a real person. If someone could call him to take his payment over the phone, he would greatly appreciate it. His account number is 2689303-2.

I reached out to Ted to assist him with his account. After reviewing his account, I noticed that no payment was needed this month. It looks like last month he paid his off-budget balance \$189.92 in place of his monthly budget billing amount \$75.00. I explained to him that he has a credit balance, how the credit balance happened and that no payment is needed at this time. I let him know, when his July bill comes that he should only pay the amount displayed in the Total Amount Due window and then he will be back on track for his August bill. We also discussed the options in our IVR to assist him with reaching a live person.

RECEIVED DATE/TIME	ACCT PREM	AREA	INQUIRY TYPE	SUB TYPE	RESPONDED
12/26/2024 12:07PM	4154105	GRAND ISLAND	BILLING	DISPUTED BILL	12/26/2024 2:58PM

SUMMARY RESPONSE

Shelby called NW to disconnect service effective October 15 at the Washington address because she was moving to Henderson. She did not receive a confirmation letter or email from NW and was told they do not send those. She gave her forwarding address to NW for her final bill to be sent to PO Box 595, Henderson NE 68371 so she could pay it. She did not receive the bill until December which was \$90 for service from Nov. 4th to Dec. 5th. She clearly did not live at the Washington address so is confused why she is getting a bill for those dates.

I searched our archives for incoming calls from 402-604-0881. I was unable to locate any calls in/around October 2024 requesting to discontinue billing for the service at 1012 N Washington. The only call I was able to locate from this number was on 1/12/24 which was the date service at 1012 N Washington was transferred into Ms. Hurlbut's name. Please let me know if she contacted us from a different number and I can also search by those as well. The account is now closed, and the current balance is \$86.36. Those charges are for services from 8/6/24 – 12/4/24. The last payment was on 8/20/24 for \$20.15. I reached out to the owner we have listed on file, Tom Ummel, to see if he was willing to assume charges back to that date. He did say he rented this property out to someone (he did not have his name) but would reach out to him asking him to call and assume billing for services back to the OCT date. Once the new tenant or Mr. Ummel reach out to us to assume billing as of 10/15/24, we will adjust any charges accrued after that time from Ms. Hurlbut's account and transfer to the new party. The new tenant contacted us today and backdated his request for billing to 10/15/24. Once the order is closed, our billing group will transfer the charges from Ms. Hurlbut's account for service from 10/15/24 – forward. She will only be responsible for any remaining charges from 8/6/24 – 10/15/24.

I wanted to provide an update on Shelby's inquiry. The credit of \$31.78 has been applied to her account. Once we process the refund, it will be mailed to the address on file: PO Box 595, Henderson, NE 68371. I also left a voicemail for Shelby to inform her of this update and requested that she contact us if the mailing address is incorrect.