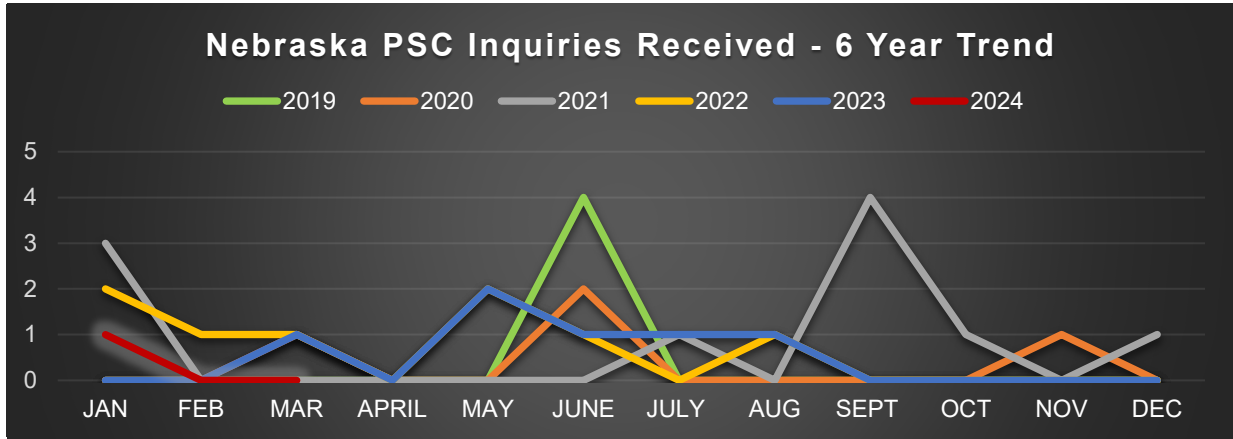




NPSC INQUIRY REPORT

1st Quarter 2024



Activity at a Glance

- ❖ January – March 2024, we received 1 PSC inquiry originating in North Platte
 - This compares to 1 in 2023 for the same period.

1 - Billing

• **Statement Readability**

- A customer was reporting they have moved back home from the nursing home and want their bill to be sent to their home address instead of the nursing home. They were doing that so they were paying it on time.
- Updated mailing address and contacted the customer to confirm they would like to remain on Auto-Pay. I also asked if she had any difficulties contacting NorthWestern Energy or locating our 800#. She didnt think she had any issues; it seemed that she may not have been aware that she contacted the NPSC instead of the 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.

Opportunities & Improvements

NorthWestern Energy has identified areas of opportunities to improve our customer’s experience.

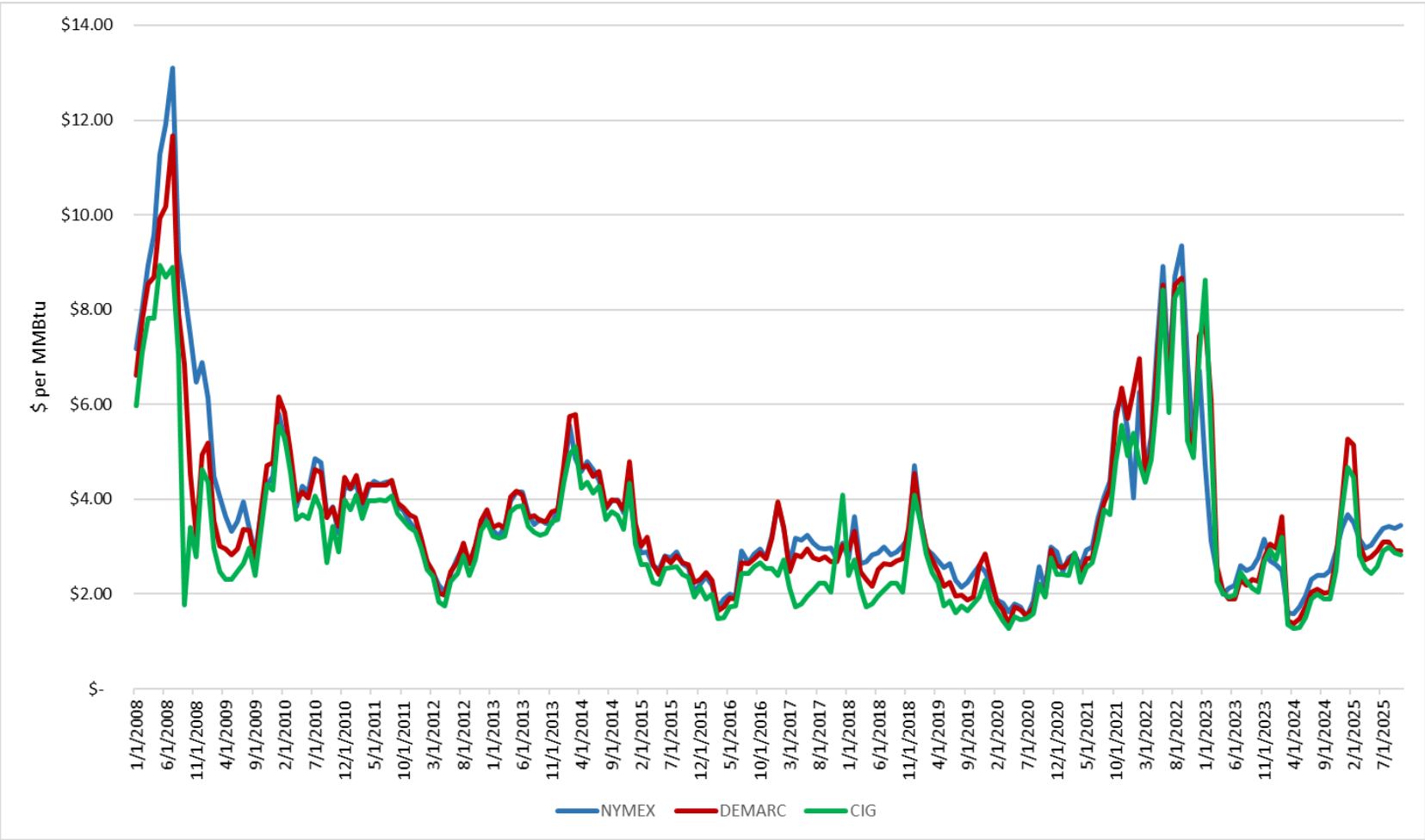
- ❖ **What:** We worked together with NPSC staff to update the Residential Disconnection Notice
 - **Why:** Our customers are mistakenly contacting NPSC when intending to call NorthWestern Energy when they receive their Disconnection Notice.
 - **Goal:** Improve visibility of NorthWestern Energy’s 800 number
- ✓ **Action Taken:**

- NWE Phone number:
 - ✓ - Bolded NWE 800#
 - ✓ - Relocated to middle of the letter
 - ✓ - Added additional location with signature
- NPSC Contact Information:
 - ✓ - Relocated to last paragraph *(swapped paragraphs)
 - ✓ - Removed NPSC mailing address
 - ✓ - Added NPSC website *psc.nebraska.gov



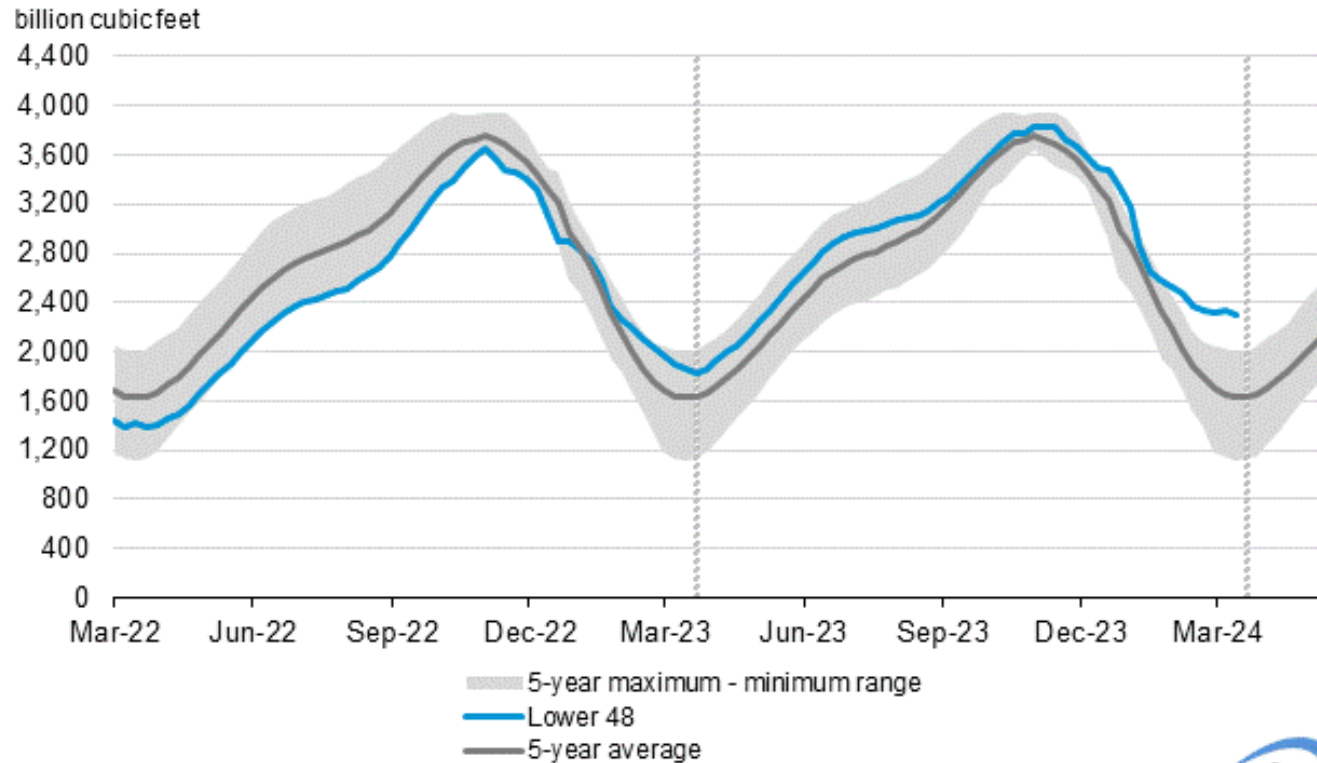
Spring 2024 Supply Price Update

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?

- **Warmer than normal weather this past winter has reduced the amount of natural gas needed for heating load.**
- **Storage inventories are well above historical levels with the smaller storage withdrawals during the winter.**
- **Lower prices have led some natural gas producers to reduce their production.**