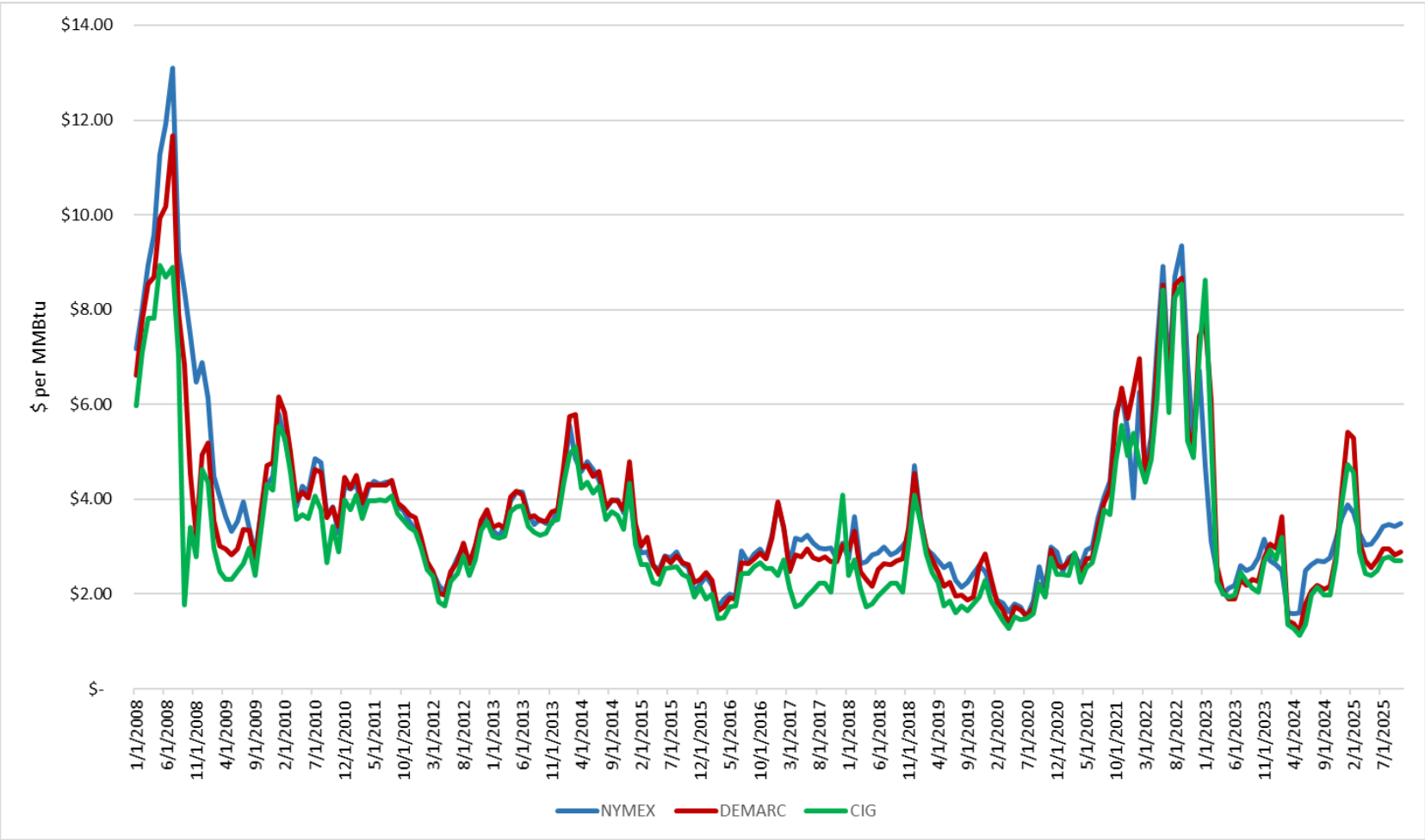




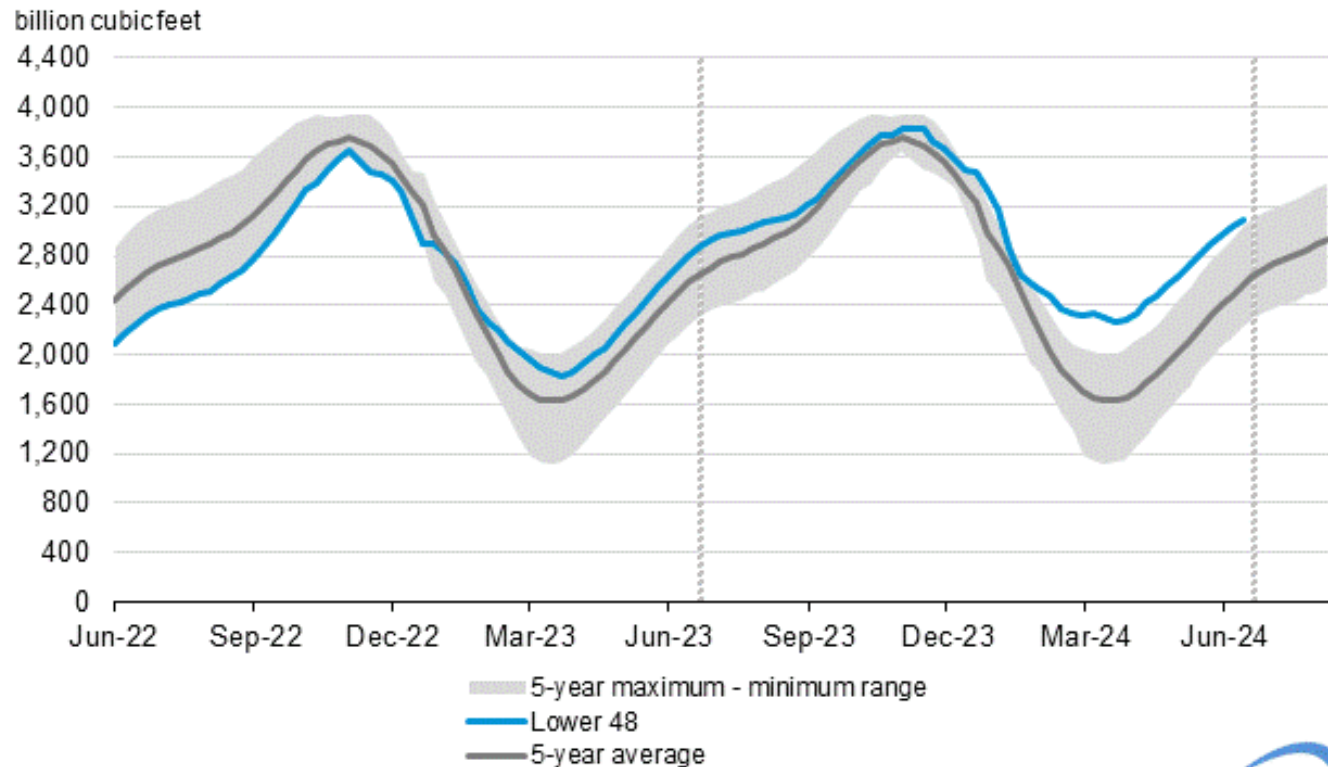
Summer 2024 Supply Price Update

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.

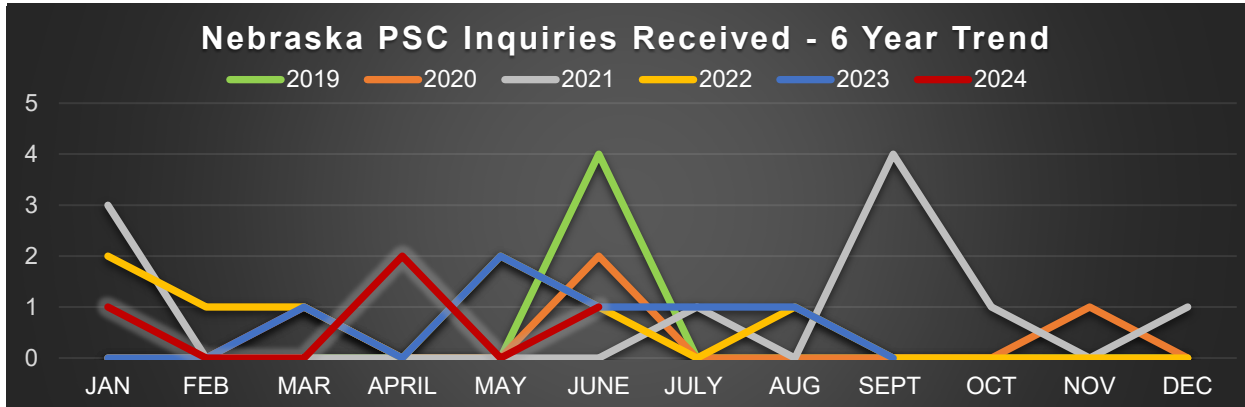
What factors are affecting natural gas prices?

- **Storage inventories remain above historical averages.**
- **Warmer weather early this summer has led to a record amount of natural gas being used for electric generation.**
- **Continued lower prices have led to reduced drilling budgets for natural gas producers in dry gas production basins.**



NPSC INQUIRY REPORT

2nd Quarter 2024



At the end of the 2nd Quarter, we have received same amount of inquiries YTD compared to 2023.

Activity at a Glance

- ❖ April – June 2024, we received **3** PSC inquiry originating in:
 - 2 - North Platte
 - 1 - Grand Island
- ❖ Year to Date, we have received a total of **4** PSC inquiries originating in:
 - 3 - North Platte
 - 1 - Grand Island

Service Related

•Payment Fee

•Complaint:

- *Payment fee against FTC regulations.*
- *Walk-in office only takes exact cash / no change given.*

•Resolution:

- *Contacted customer explained our payment processor sets these fees. The convenience fees are not a surcharge & does not cover interchange fees.*
- *Provided options to make payment free of charge.*
- *Clarified that all of our walk-in offices do offer change back to customers*
- *Customers do have the option to have the credit applied to their account.*
- *The last payment this customer made a payment to an account was in 2021.*

Service Related

•IVR

•Complaint:

- *Customer does not like the machines (IVR) and was not able to reach a live agent to make a payment.*

•Resolution:

- *Contacted customer discussed the IVR options to assist him in the future with reaching a live person.*
- *While reviewing the account it was determined that the customer actually had a credit balance and no payment was required at this time.*

Credit Remittance

•Disconnect Notice

•Complaint:

- *Customer received a disconnect notice when they had been approved for assistance from DHHS.*

•Resolution:

- *The disconnect notice was generated on 4/19/24.*
- *NorthWestern Energy did not receive notification of assistance from DHHS until 4/24/24.*
- *Advised that the disconnect notice is no longer in effect and the customer now has a credit balance on their account.*