

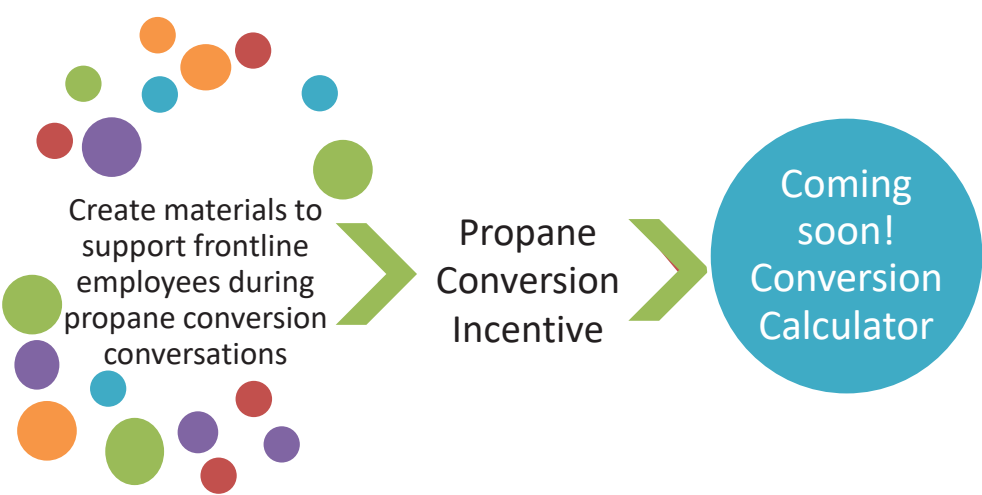
Nebraska Propane Conversion Incentive

Project Overview



Started with an Idea

The ask....



Communications to help you

Door Tag



✓ COST LESS
✓ HASSLE FREE

CONVERT TO NATURAL GAS TODAY AND SAVE!

- Annual energy bills for a natural gas home are 43% lower than a propane home.
- Annual energy costs for four appliances in a typical natural gas home are \$700 lower than a propane home.
- Carbon dioxide emissions are 16% lower than propane.
- Natural gas prices are projected to remain low through 2040.

blackhillsenergy.com/convert-today



Postcard

✓ COST LESS
✓ HASSLE FREE

SWITCHING IS EASY.

We offer no-cost home or business energy estimates to help you review your savings potential. We also offer rebates to make switching as affordable as possible, ask us about our conversion incentives.

Call 800-999-5684 to learn more about converting to natural gas today!

COST EFFECTIVE
Natural gas burns efficiently, saving you money each month on your utility bill.

EXCELLENT SAFETY RECORD
Natural gas appliances are safer than most fuels. But if you ever hear or smell our professionally trained technicians are on call 24/7.

CONSISTENTLY RELIABLE
With natural gas, your water heater and for hot water than its electric counterpart.

HOT SHOWERS
If your water heater is fueled by natural gas, it will reduce those freeze heater and for hot water than its electric counterpart.

COOK LIKE A PRO
A natural gas stove gives you precise temperature control that can instantly go from a boil to a simmer.

CONVERT TO NATURAL GAS TODAY AND SAVE!

- Annual energy bills for a natural gas home are 43% lower than a propane home.
- Annual energy costs for four appliances in a typical natural gas home are \$700 lower than a propane home.
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Call 800-999-5684 to learn more about converting to natural gas!

blackhillsenergy.com/fuelthefuture



Leave Behind

✓ COST LESS
✓ HASSLE FREE

blackhillsenergy.com/fuelthefuture

NATURAL GAS SAVINGS

- ↓ **43% lower**
Annual energy bills for a natural gas home are 43% lower than for a propane home.
- ↓ **\$700 lower**
Annual energy costs for four appliances in a typical natural gas home are \$700 lower than in a propane home.

Natural gas prices are projected to **REMAIN LOW** through 2040.

GOOD FOR YOUR PLANET

- ↓ **16% lower**
Carbon dioxide emissions with natural gas are 16% lower than propane.
- ↓ **3% lower**
Natural gas is the cleaner fossil fuel, requiring 3% less total energy than propane.

Natural gas has lower pollutants than propane as defined by the Clean Air Act, less carbon dioxide, nitrogen oxides, sulfur dioxide and particulate matter.

We offer no-cost home or business conversion savings estimates to help you review your savings potential. We also offer rebates to make switching as affordable as possible, ask us about our conversion incentives.

Call 800-999-5684 to learn more about converting to natural gas today!



Website



✓ EFFICIENT
✓ COSTS LESS

Convert from propane to natural gas and save

We offer no-cost home or business conversion savings estimates to help you review your savings potential, and we also offer rebates to make switching as affordable as possible. Use this form to gather your information for one of our BH Ready specialists.

First name: _____

Last name: _____

Preferred contact method:

☐ Phone

☐ Email

Address: _____

Address 2: _____

City/Town: _____

County/Province: _____

Name: _____

2B Physical Code: _____

Please type your questions or inquiries below. We will contact you via your preferred method as soon as possible.

Coming Soon.....Conversion Calculator



✓ EFFICIENT
✓ COSTS LESS

What is it??

The Nebraska Propane Conversion Incentive is an incentive program that is available to residential customers that currently utilize propane to provide energy to their appliances and will be converting to natural gas.





✓ EFFICIENT
✓ COSTS LESS

Incentive Overview

Potential customers can convert up to 3 propane appliances to natural gas and receive a rebate up to \$500.00.

Example:

<u>Burner Tip</u>	<u>Incentive</u>
One approved burner tips	\$200
Two approved burner tips	\$400
Three or more approved burner tips	\$500
Maximum Incentive Amount	\$500.00





✓ EFFICIENT
✓ COSTS LESS

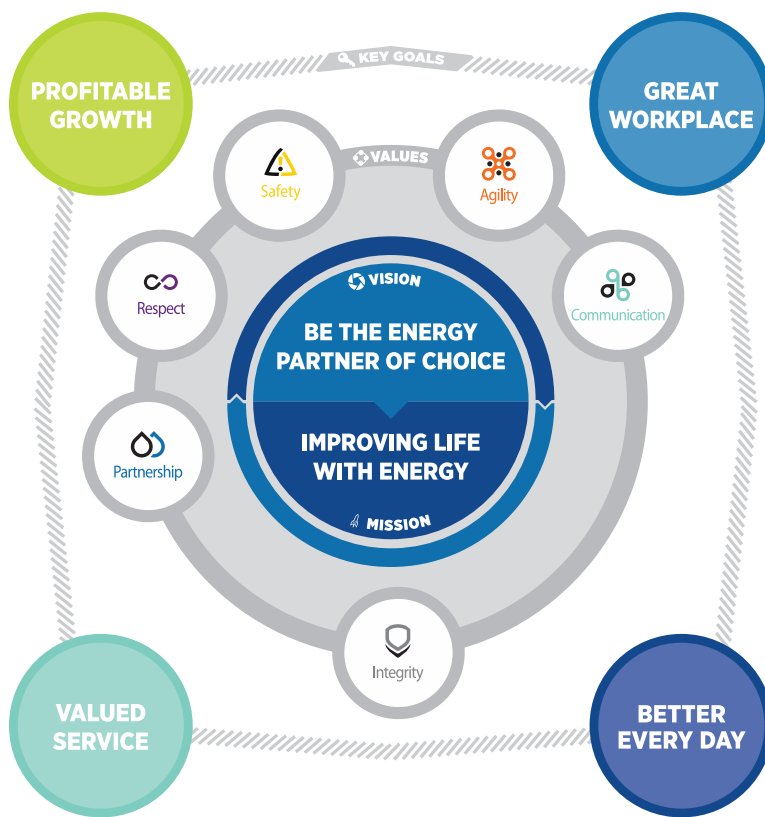
Approved Natural Gas Appliances

Furnace, Tank Water Heater, Tankless On-Demand Water Heater, Range or Cooktop, Gas Fireplace, Gas Dryer, Outdoor appliance, or Heating Systems

Furnace-Minimum BTU 40,000 or AFUE 80%**

Water Heater-Minimum BTU 30,000 or FEU 80%**





ARMR Disconnection Process/Procedure

Single Family Residential Service

- BHE's contractor has completed a permitted ROW area and notifies BHE that they have been unsuccessful scheduling an inside meter move out and has exhausted all steps of their process.
- BHE attempts to contact the customer and sends "urgent" notice to the customer. Document in CIS+.
- If the customer has not contacted BHE to arrange a meter move out within two weeks, BHE sends "final" notice via certified mail. Document in CIS+. Copy of final notice and return receipt will be retained.

ARMR Disconnection Process/Procedure

Continued

- BHE schedules the underground locates and hangs a door tag 48 hours before the disconnect date.
- If the customer has not contacted BHE to arrange a meter move out within two weeks, BHE disconnects service at the curb. Document in CIS+ and hang a door tag.
- When the customer contacts BHE after disconnection, BHE will coordinate with the customer to schedule the meter move out. BHE's contractor will perform the work.

Supply Chain Update

Given the likelihood for continuing disruptions to global S/Cs many economists are projecting pricing and lead time impacts into 2023.

July 10, 2022



June summary

S/C risk remains high

Potential environmental impacts (hurricanes, fires, floods) to pressure existing strained supply chains

EEI asserts industry wide impacts to distribution transformers/poles/conductor/semi-conductors

Gartner Heat map shows little to no improvement from multiple indices

Inventory Lead times remain extended and, on average, are 70% higher than pre-pandemic levels

Strong demand, labor shortages, transportation bottlenecks and raw material constraints remain key drivers of global disruptions.

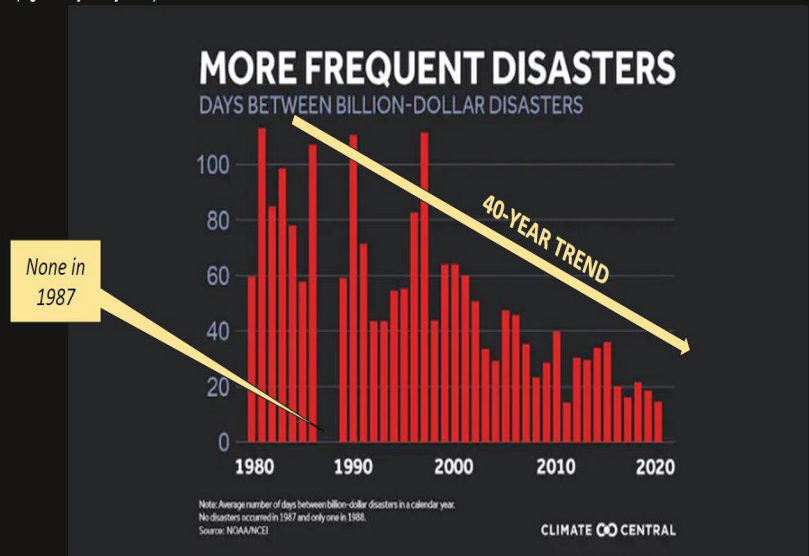
We do not anticipate that global supply chains will fully return to a previously normal environment in the next 2-3 years and probability for current pricing and lead time challenges to push into 2023 is increasing.

Environmental impacts, potential to pressure existing disruptions

- As of May, the Climate Prediction Center (CPC) at the National Oceanic and Atmospheric Administration (NOAA) forecasts a 65% chance for an above-normal season, predicting that there is a 70% chance of having 14 to 21 named storms, of which six to 10 could develop into hurricanes, including three to six major hurricanes (Categories 3-5).
- The 2022 Atlantic hurricane season runs from June 1 to November 30.

Furthermore, the time between major disasters (> \$1 B in cost) is compressing – from 82 days in 1980 to just 18 days in 2020.

(Figures adjusted for CPI)



EEI Supply Chain Working Group

- Seventy-five percent of investor-owned utilities reported having lower inventories of either pad-mounted or pole-mounted distribution transformers this year than in 2018.
- Depleted inventories of critical equipment and the inability to purchase new equipment raise concerns about the feasibility of responding to and recovering from another potentially catastrophic hurricane or wildfire season in 2022, even with robust mutual assistance and equipment sharing programs in place.
- Many new infrastructure projects, including projects that advance the industry's clean energy objectives, have been delayed or canceled because supplies are not available.
- EEI has established a Chief Procurement Officers Executive Advisory Committee to provide strategic guidance and expertise on policy and operational issues.

Gartner June indices Heat Map

		2020								2021												2022				
		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	MoM % Change
Global	Materials: Commodity Price - Food (IMF)	96.5	99.8	97.6	98.6	100.0	105.3	108.4	109.5	116.4	119.5	122.3	129.8	135.2	127.7	129.0	131.5	127.1	128.0	129.8	133.5	139.9	147.2	157.7	160.2	▲ 1.6%
	Materials: Commodity Price - Metals (IMF)	121.6	132.1	139.2	148.9	152.2	151.2	158.3	179.9	189.7	193.5	199.0	207.9	229.7	237.4	237.8	212.3	191.5	195.7	179.5	190.2	208.7	216.5	233.4	231.4	▼ -0.9%
	Materials: Commodity Price - Energy (IMF)	66.9	82.4	86.9	93.4	90.5	93.3	100.2	118.8	138.8	143.4	142.7	143.3	155.3	171.7	183.1	184.9	213.7	257.4	237.4	241.3	242.9	263.7	338.3	302.0	▼ -10.7%
	Logistics: Ocean Freight Cost (FBX)	1471	1695.8	1805.6	1883.8	2141.3	2237.0	2343.3	2895.3	4037.0	4483.0	4373.8	4618.5	5447.3	6597.8	8700.5	10073.8	10865.8	10220.3	9622.3	9448.3	9544.8	9705.5	9613	9205.0	▼ -4.2%
	Logistics: Logistics Managers' Index (LMI)	54.5	61.7	63	66	70.5	71.6	70.8	66.7	67.2	71.4	72.2	74.5	71.3	75	74.5	73.8	72.2	72.6	73.4	70.1	71.9	75.2	76.2	69.7	▼ -8.5%
Risk: Covid Infection Rates (Johns Hopkins)		2.9M	4.3M	7.1M	7.9M	8.5M	12.1M	17.2M	20.4M	19.6M	11.3M	14.8M	22.5M	19.4M	11.5M	15.7M	19.9M	16.1M	13.1M	15.7M	25.6M	90.2M	58.2M	51.4M	25.0M	▼ -51.4%
U.S.	Materials: Producer Price (BLS)	-1.1	-0.7	-0.3	-0.3	-0.3	0.6	0.8	0.8	1.6	3	4.1	6.5	7	7.6	8	8.7	8.8	8.9	9.9	10	10.1	10.4	11.5	11	▼ -4.3%
	Materials: Supply Sentiment (ISM)	68	56.9	55.8	58.2	59	60.5	61.7	67.7	68.2	72	76.6	75	78.8	75.1	72.5	69.5	73.4	75.6	72.2	64.9	64.6	66.1	65.4	67.2	▲ 2.8%
	Materials: Retail Inventories (Census)	1.35	1.23	1.22	1.23	1.23	1.25	1.27	1.27	1.22	1.24	1.1	1.09	1.1	1.1	1.12	1.12	1.1	1.09	1.1	1.17	1.15	1.15	1.16		
	Materials: Manufacturer Inventories (Census)	1.79	1.63	1.54	1.54	1.53	1.51	1.51	1.49	1.47	1.5	1.48	1.49	1.49	1.48	1.47	1.48	1.48	1.46	1.46	1.46	1.45	1.45	1.43		
	Logistics: Ocean Freight Cost (FBX)	1641.9	2275.3	2718.2	3145.2	3710.9	3856.5	3860.5	3876.5	4826.8	5523.0	5431.7	5914.1	7141.8	8632.1	12521.4	17574.1	19735.9	17142.7	15619.2	14699.9	14725.1	15486.9	16105.3	15844.2	▼ -2.9%
	Labor: Manufacturing Labor Cost (BLS)	22.77	22.6	22.81	22.85	23	22.99	23.11	23.18	23.27	23.39	23.4	23.48	23.64	23.77	23.89	24.03	24.1	24.17	24.24	24.38	24.51	24.56	24.71	24.78	▲ 0.3%
	Labor: Manufacturing Labor Supply (BLS)	2.7	2.8	3.4	3.8	3.8	4.2	3.8	3.5	4.1	4.5	5.7	6.5	6.7	6.8	7.2	6.6	7.1	7	6	5.5	6.4	5.9	6.4	7.2	▲ 12.5%
Labor: Logistics Labor Supply (BLS)		4.2	5.2	5.3	4.6	5	5	4.4	4.1	5.5	5.4	6.4	7.2	6.2	7.3	8.2	7.8	8.3	8.2	7.3	7.5	6.7	7	6.3	7.8	▲ 23.8%
China	Materials: Producer Price (NBS)	94.9	95.8	96.5	97	97.2	97.3	98.2	99.5	100.5	102.3	105.8	109.1	112	111.8	112	112.7	114.2	117.9	117	113.4	111.8	111.4	110.7	110.3	▼ -0.4%
	Materials: Supply Sentiment (NBS)	50.5	50.5	50.4	50.4	50.7	50.6	50.1	49.9	48.8	47.9	50	48.7	47.6	47.9	48.9	48	48.1	46.7	48.2	48.3	47.6	48.2	46.5	37.2	▼ -20.0%
	Logistics: Ocean Freight Cost (FBX)	926.9	982.3	936.2	844.3	752.0	707.5	754.1	928.5	1074.2	1146.9	1118.6	1176.5	1277.8	1372.5	1331.0	1282.6	1213.6	1194.6	1125.2	1031.7	1071.3	970.8	957.9	908.9	▼ -5.1%
	Labor: Manufacturing Labor Supply (NBS)	49.4	49.1	49.3	49.4	49.6	49.3	49.5	49.6	48.4	48.1	50.1	49.6	48.9	49.2	49.6	49.6	49	48.8	48.9	49.1	48.9	49.2	48.6	47.2	▼ -2.9%
Eurozone	Materials: Producer Price (Eurostat)	99.6	100.1	100.5	100.5	100.7	101	101.3	101.8	103.2	103.9	105.1	106	107.1	108.4	110.7	111.8	114	118.4	120.2	122.7	127.6	129	134.8		
	Logistics: Ocean Freight Cost (FBX)	1441.5	1619.5	1702.4	1702.3	1976.3	2152.6	2422.4	4156.1	7307.3	8208.7	7775.0	7508.1	8702.8	10886.2	12767.6	13977.6	14275.5	14435.1	14385.5	14439.8	14569.8	14436.8	13005.0	11737.4	▼ -9.7%
	Labor: Manufacturing Labor Supply (Eurostat)	0.9		1			1.2			1.4		1.7			1.9		2.2									
	Labor: Logistics Labor Supply (Eurostat)	1.5		1.4			1.5			1.7		1.7			2.1		2.6									
	Labor: Manufacturing Labor Cost (Eurostat)	4.3		1			2.3			1.2		-1.7			2		1.5									

Category Challenges – Price and Lead time risk high

Electric and natural gas utility categories

- Wire and cable – 600V aluminum, bare overhead distribution and transmission, primary underground
- Transformers, capacitors and voltage regulators
- Fiber optic cable
- HDPE conduit
- Anchors and pole line hardware
- Fiberglass crossarms
- Fiberglass box pads and enclosures
- Transmission insulators and related hardware
- Gas pipe
- Gas regulators
- Excess flow valves
- Meter risers and meter set assemblies
- Anodes

New & updates


- The Uyghur Forced Labor Prevention Act is expected to impact already strained supply chains because 10% of companies globally that do any kind of manufacturing touch the Xinjiang region in some ways, according to estimates. (WSJ)
- President Joe Biden signed the Ocean Shipping Reform Act of 2022 into law, promising sweeping changes to the ocean shipping industry after more than two years of port congestion, delays and rising costs. (SourceToday)
- Infrastructure Investment and Jobs Act (IIJA), with the passage of this spending bill an estimated \$550B of new federal spending to support US infrastructure and domestic manufacturing will support long term growth, a side impact may include short term pressuring of demand on producers of commodities, building materials, steel, aluminum and copper. (PWC)
- The contract governing West Coast dockworkers runs out July 1st. Some importers are already rerouting cargo away from the big trans-Pacific gateways amid fears of slowdowns and disruptions. (WSJ)
- Consumer Price Index (CPI) for all items rises 1.3% in June; gasoline, shelter, food indexes rise: In June, the Consumer Price Index for All Urban Consumers rose 1.3 percent, seasonally adjusted, and rose 9.1 percent over the last 12 months, not seasonally adjusted. The index for all items less food and energy increased 0.7 percent in June (SA); up 5.9 percent over the year (NSA). (Bureau of Labor).

Bill redesign




Why redesign our bill?

- One of the most important touchpoints with customers
- New technology available
- Deliver more personalization
- Customer feedback



PO BOX 6001
RAPID CITY SD 57709-6001



Scan to Pay Now

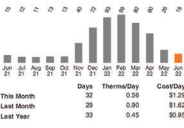
Account Number: 9999 9999 99
Service For: JANE DOE
Billing Date: 06/23/2022

Current Month Charges - Due 07/13/2022	\$42.17
Total This Bill	\$42.17

www.blackhillsenergy.com | Customer Service/24-hour emergency: 888-890-5554 | Pay with credit card: 856-537-9039

Your gas use at a glance (in Therms)

Service Address: 815 W J ST # 1
Meter BHE245554



Month	Days	Therms/Day	Cost/Day
This Month	32	0.56	\$1.29
Last Month	29	0.80	\$1.62
Last Year	33	0.45	\$0.95

Your Account Summary

Previous Bill Total	\$47.98
Payments - Thank You	-\$47.98
Balance Forward	\$0.00
Current Month Charges	\$41.17
Gas Service	\$41.17
Black Hills Cares	\$1.00
Total This Bill	\$42.17

See following pages for charge details


If you smell natural gas, leave the area immediately and call 911 and then call Black Hills Energy at 888-890-5554.

A \$0.02 late fee will be charged if full payment isn't received by the due date.


Black Hills Cares provides an opportunity to help families in our community pay their energy bills. To give, select the round-up option to round your bill to the next dollar and donate the difference, or consider giving a monthly or one-time donation. Visit blackhillsenergy.com/blackhillscares for details.

Detach here and return the bottom portion with your payment


Account Number: 9999 9999 99



PO BOX 6001
RAPID CITY SD
57709-6001



www.blackhillsenergy.com/e-bill



14184 1 AV 0426 0723242 BHE2020715-07 102P-1 014184
JANE DOE
815 W J ST APT 1
FOREST CITY IA 50436-1647

Current Month Charges - Due 07/13/2022	\$42.17
Total This Bill	\$42.17

ENTER AMOUNT ENCLOSED:

To give to Black Hills Cares (run by the Black Hills Corp. Foundation), round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.


One Time _____ Monthly Fixed _____ Monthly Round-up _____

MAKE CHECKS PAYABLE TO:
BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

021658821500000004279000000042170303


Bill redesign guiding principles

- Draw attention to most important information on the bill.
- Use front as a summary of monthly bill, saving detail for the back.
- Deliver personalization wherever possible.
- Promote website resources.
- Connect customers to Black Hills Energy brand.



PO BOX 6001
RAPID CITY SD 57709-6001

www.blackhillsenergy.com | Customer Service/24-hour emergency: 888-880-5554 | Pay with credit card: 888-537-0030

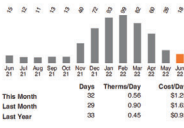


Scan to Pay Now

Account Number: 9999 9999 99
Service For: JANE DOE
Billing Date: 06/23/2022

Current Month Charges - Due 07/13/2022	\$42.17
Total This Bill	\$42.17

Your gas use at a glance (in Therms)
Service Address: 815 W J ST # 1
Meter: BHEK45594



Month	Days	Therms/Day	Cost/Day
This Month	32	0.56	\$1.29
Last Month	29	0.90	\$1.62
Last Year	33	0.45	\$0.95

Your Account Summary

Previous Bill Total	\$47.88
Payments - Thank You	-\$47.88
Balance Forward	\$0.00
Current Month Charges	
Gas Service	\$41.17
Black Hills Cares	\$1.00
Total This Bill	\$42.17

See following pages for charge details


If you smell natural gas, leave the area immediately and call 911 and then call Black Hills Energy at 888-880-5554.

A \$0.62 late fee will be charged if full payment isn't received by the due date.


Black Hills Cares provides an opportunity to help families in our community pay their energy bills. To give, select the round-up option to round your bill to the next dollar and donate the difference, or consider giving a monthly or one-time donation. Visit blackhillsenergy.com/bhcares for details.

Detach here and return the bottom portion with your payment

Account Number: 9999 9999 99



PO BOX 6001
RAPID CITY SD
57709-6001

 E-BILL
Scans your time
www.blackhillsenergy.com/Scan

14181 1 AV 5436 0172342 BHE3208179-87-102P-1-014184
JANE DOE
815 W J ST APT 1
FOREST CITY IA 50436-1647

Current Month Charges - Due 07/13/2022	\$42.17
Total This Bill	\$42.17

ENTER AMOUNT ENCLOSED:

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One Time _____ Monthly Fixed _____ Monthly Round-up _____

MAKE CHECKS PAYABLE TO:
BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

021658621500000004279000000042170303

Redesign process

Ask the experts

- Interviewed contact center to understand customer pain points
- Customer satisfaction survey feedback

Review the art of the possible

- Study other billing experiences (utility and non-utility bills)

Test prototypes

- Unmoderated customer survey
- Focus group with contact center

Iterate, iterate, iterate

Black Hills Energy Ready

PO BOX 6001
RAPID CITY SD 57709-6001

Account Number: 9999 9999 99
Service For: JANE DOE
Billing Date: 06/23/2022

Current Month Charges - Due 07/13/2022 \$42.17
Total This Bill \$42.17

Scan to Pay Now

www.blackhillsenergy.com | Customer Service/24-hour emergency: 888-880-5554 | Pay with credit card: 888-537-0030

Your gas use at a glance (in Therms)

Service Address: 815 W J ST # 1
Meter: BHE245594

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Days Therms/Day Cost/Day

This Month 32 0.56 \$1.29
Last Month 29 0.90 \$1.62
Last Year 33 0.45 \$0.95

Your Account Summary

Previous Bill Total \$47.98
Payments - Thank You -\$47.98
Balance Forward \$0.00
Current Month Charges \$41.17
Gas Service \$1.00
Black Hills Cares
Total This Bill \$42.17

See following pages for charge details

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Detach here and return the bottom portion with your payment

Account Number: 9999 9999 99

PO BOX 6001
RAPID CITY SD
57709-6001

ENTER AMOUNT ENCLOSED:

To give to Black Hills Cares (run by the Black Hills Corp. Foundation), round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

One Time Monthly Fixed Monthly Round-up

MAKE CHECKS PAYABLE TO:

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

021658621500000004279000000042170303

Current bill vs. new bill (gas)

Current bill

No clear hierarchy of information

Bill details not grouped to show how costs are allocated

Payment info in bottom left not in proximity to other payment info on the front of the bill

JANE DOEAccount Number: 9999 9999 99Page 2

Details of Current Charges -- Gas Service for 815 W J ST # 1

Residential General Service (A001)

Meter Number: BHE245854

Reading 06/21/22 3906

Reading 05/20/22 3919

30 days 17 Hundred Cubic Feet (CCF)

x 0.97420 Gas Pressure Factor

x 1.08033 BTU Factor

18 Total Billable Therms

58 Therms

45 Therms

Your average daily usage was

Last year this period it was

06/21/22 3906

05/20/22 3919

30 days 17 Hundred Cubic Feet (CCF)

x 0.97420 Gas Pressure Factor

x 1.08033 BTU Factor

18 Total Billable Therms

58 Therms

45 Therms

Your average daily usage was

Last year this period it was

Billing Details for 06/20/22 - 06/21/22, 32 days.

Customer Charge

Base Rate 18 therms @ \$0.13905

EECR 18 therms @ \$0.01485

PGA 18 therms @ \$0.55016, 11.02 days

PGA 18 therms @ \$0.4685, 21.02 days

2021 Polar Vortex 18 therms @ \$0.33904

Rate Case Expense

County Sales Tax \$40.76 @ 1%

Total Charge this Service

\$18.25

\$2.50

\$0.27

\$3.40

\$10.14

\$6.10

\$0.10

\$0.41

\$41.17

For a better understanding of the terms, definitions and information on your bill, visit [blackhillsenergy.com/bill](#).

Payments:

06/01/2022 \$47.98

Total Payments \$47.98

Important Information

BHE Card Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-815-725-7321 or toll-free 1-877-948-4450, or by writing to 1376 E Court Ave., Rm 65, Des Moines, Iowa 50319, or by e-mail to [customer@iub.iowa.gov](#).

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit [www.blackhillsenergy.com/rates](#).

Access your account at [www.blackhillsenergy.com](#) to:

Update your mailing address.

Enroll in Auto Pay to have your payment automatically deducted from your checking or savings account.

Sign up for paperless billing. Make FREE online payments.

Obtain PDF copies of previous bills.

View usage, billing, payment history, and more!

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

blackhillsenergy.com

help@blackhillsenergy.com

888-890-5554

JANE DOE

Account: 9999 9999 99

Service address: 815 W J ST, # 1 FOREST CITY, IA

Meter: BHE245854

Current read: 3916 - Previous read: 3906 = 17 CCF

Usage history

Jun 18 thm

May 26 thm

Apr 40 thm

Mar 62 thm

Feb 59 thm

Jan 63 thm

Dec 72 thm

Nov 45 thm

Oct 13 thm

Sep 13 thm

Aug 9 thm

Jul 9 thm

Jun 18 thm

June bill details

blackhillsenergy.com/bill

Rate Schedule Residential General Service (A001)

Billing Details for 05/20/22 - 06/21/22, 32 days.

Customer Charge

Base Rate 18 therms @ \$0.13905

Delivery and distribution: Costs to bring energy to your address.

\$20.75

Energy supply: Pass-through market cost of natural gas.

\$19.64

Billing Details for 05/20/22 - 06/21/22, 32 days.

PGA 18 therms @ \$0.55016, 11.02 days

PGA 18 therms @ \$0.4685, 21.02 days

2021 Polar Vortex 18 therms @ \$0.33904

Other costs: Credits, adjustments and other charges included in your bill.

\$1.37

Billing Details for 05/20/22 - 06/21/22, 32 days.

EECR 18 therms @ \$0.01485

Rate Case Expense

Black Hills Cares

\$0.27

\$0.10

\$1.00

Taxes and fees: Local and state taxes and fees.

Billing Details for 05/20/22 - 06/21/22, 32 days.

County Sales Tax \$40.76 @ 1%

\$0.41

Total charges this month

\$42.17

Breaking ground?

Stop safe and call or click 888-890-5554 at least two days before you dig.

blackhillsenergy.com/811

Commitment to sustainability

Our goal is a 50% reduction in gas emissions by 2030.

blackhillsenergy.com/sustainability

Manage your account at blackhillsenergy.com/my-account

Save payment options for future use

Start, stop and transfer service

View usage details

See your billing and payment history

Download bill statements

Change your address

Ways to pay your bill at blackhillsenergy.com/pay

Log in to pay

Pay with your checking or savings account.

Guest pay

Pay without an online account.

Auto pay

Have your payment auto-debited from your checking or savings account.

Credit card

Pay with a credit or debit card through Speedpay. Convenience fees may apply.

Online: [internet.speedpay.com/bhe](#)

Phone: 866-530-9539

If you wish to dispute any charges on your bill, please contact us at 888-890-5554. If we're unable to resolve your issue, you have the right to contact the Iowa Utilities Board by calling 1-815-725-7321 or toll-free at 1-877-948-4450; writing to 1376 E Court Ave., Rm 65, Des Moines, Iowa 50319; or emailing [customer@iub.iowa.gov](#). Tariff and rate schedule information is available at [blackhillsenergy.com/rates](#).

New bill

Categorized bill details.

Messages called out in their own section.

Headers break up the page into groups to make information easier to find.

Bill detail categories match bill summary pie chart on front

Bill category subtotals for easy calculation

Alternative ways to pay highlighted

12-months of usage history coupled with bill history

Ready

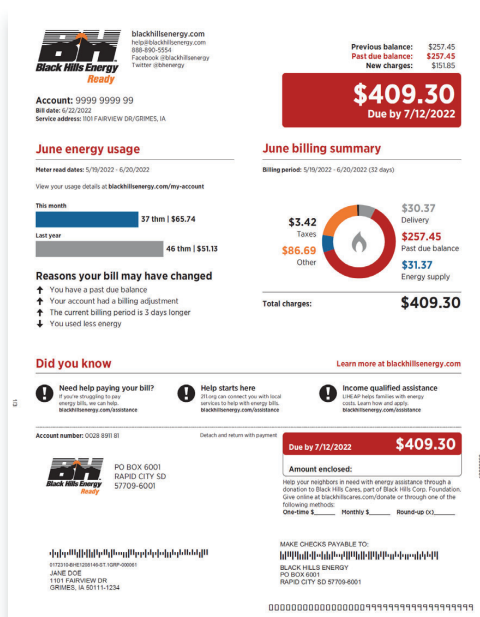
Appendix

Ready

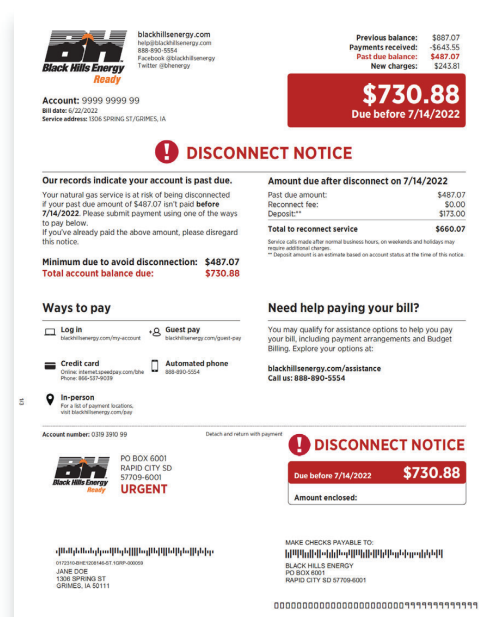
Ready



Other bill templates



Past due



Disconnect notice

Other bill templates

[illegible]

blackhillsenergy.com
help@blackhillsenergy.com
888-888-3554

BLACKHILLS ENERGY
Account: 9999 9999 99

June bill details

blackhillsenergy.com/bill

Account level details

Billing period: 5/26/2022 - 6/26/2022 (32 days)

Delivery and distribution: Costs to bring energy to your address.

\$57.14

Energy supply: Pass-through market cost of natural gas.

\$0.55

Other costs: Credits, adjustments and other charges included in your bill.
Other costs at premises

\$0.76

\$0.76

Taxes and fees: Local and state taxes and fees.

\$4.35

Total account level charges

\$92.80

Breaking ground?

Only one and not for risk if it
at least two days before you dig
blackhillsenergy.com/RTI

Commitment to sustainability

Our goal is 10% reduction
in gas emissions by 2030
blackhillsenergy.com/sustainability

Manage your account at blackhillsenergy.com/my-account

- Save payment options for future use
- Start, stop and transfer service
- View usage details
- See your billing and payment history
- Download bill statements
- Change your address

If you wish to dispute any charges on your bill, please contact us at 888-888-3554. If you're unable to resolve your issue, you have the right to contact the State Public Utility Board by calling 1-877-724-6146. For more information, please call 1-877-724-6146 or visit our website at blackhillsenergy.com. For more information, please visit blackhillsenergy.com/consumers.

Ways to pay your bill at blackhillsenergy.com/pay

Link to pay
Pay with your check/debit
card or account

Guest pay
Pay without an online account

Auto pay
Have your payment auto-deducted from
your checking or savings account

Credit card
Pay with a credit or debit card through
CardConnect. Consents that you agree
to have payment debited from your credit
card. Please call 888-888-3559

blackhillsenergy.com
help@blackhillsenergy.com
888-886-5554

ACCOUNT NUMBER
Account: 9999 9999 99

Usage history

Month	Usage (kWh)
Jul	10
Mar	24
Apr	28
Feb	27
Jan	60
Dec	19
Nov	12
Oct	10
Sep	10
Aug	12
Jun	14

June bill details

[blackhillsenergy.com/bill](#)

Gas service for 527 S 1ST LN/GUTTENBERG,IA

Rate Schedule Residential General Service (0405)

Meter: B2425535 Current read: 5773 - 0 CCF

Delivery and distribution: Costs to bring energy to your address.

\$18.64

Billing Details for 04/20/22 - 04/21/22, 32 days.

Customer Charge

\$9.25

Base Rate 10 Therms @ \$0.39905

\$3.99

Energy supply: Pass-through market cost of natural gas.

\$10.91

Billing Details for 04/20/22 - 04/21/22, 32 days.

PCA 10 Therms @ \$0.55096, 10/32 days

\$5.59

PCA 10 Therms @ \$0.55096, 21/32 days

\$5.63

2021 Polar Vortex 10 Therms @ \$0.39904

\$3.99

Other costs: Credits, adjustments and other charges included in your bill.

\$0.25

Billing Details for 04/20/22 - 04/21/22, 32 days.

CCIC 10 Therms @ \$0.04485

\$0.45

Rate Case Expense

\$0.30

Taxes and fees: Local and state taxes and fees.

\$0.31

Billing Details for 04/20/22 - 04/21/22, 32 days.

County Sales Tax \$0.0040 @ 1%

\$0.31

Total Charges for this service


\$31.11

15

0000000000

Multi-service / Business

Other bill templates



blackhillsenergy.com
help@blackhillsenergy.com
888-890-5554

Facebook @blackhillsenergy
Twitter @bhenergy

Bill date: 6/22/2022
Account: 9999 9999 99
Service address: 1953 NASH BLVD, # 1/COUNCIL BLUFFS,IA

Account summary

Previous balance:

\$62.31

Payment received 6/7/2022:

-\$62.31

Balance Forward:

\$0.00

New charges:

\$79.00

Total due by 7/12/2022:

\$79.00

Account number: 9999 9999 99

Details and return with payment

Due by 7/12/2022

\$79.00

Amount enclosed:

Help your neighbors to reach with energy assistance through a donation to Black Hills Cares, part of Black Hills Corp. Foundation. Give online at blackhillscares.com/donate or through one of the following methods:

One-time \$

Monthly \$

Round-up 10¢

PO BOX 6001

RAPID CITY SD

57709-6001

MARK CHECKS PAYABLE TO:

BLACK HILLS ENERGY

PO BOX 6001

RAPID CITY SD 57709-6001

Bill details
Rate Schedule Residential General Service (IA001)
Meter: NGM867044
Current read: 9717 - Previous Read: 9741 = 24 CCF
Meter read dates: 5/3/2022 - 6/2/2022

Delivery & distribution:
Billing Details for 05/03/22 - 06/02/22, 30 days.
Customer Charge \$18.25
Base Rate 27 therms @ \$0.13905 \$3.75

Energy supply:
Billing Details for 05/03/22 - 06/02/22, 30 days.
PGA 27 therms @ \$0.55016, 28/30 days \$13.86
PGA 27 therms @ \$0.8585, 2/30 days \$1.55
2021 Polar Vortex 27 therms @ \$0.33904 \$9.15

Taxes & fees:
Billing Details for 05/03/22 - 06/02/22, 30 days.
Franchise Fee \$47.06 @ 2% \$0.94

Other costs:
Billing Details for 05/03/22 - 06/02/22, 30 days.
EECR 27 therms @ \$0.01485 \$0.40
Rate Case Expense \$0.10

Manage your account at blackhillsenergy.com/my-account

Ways to pay your bill at blackhillsenergy.com/pay

If we're unable to resolve your issue, you have the right to contact the Iowa Utilities Board by calling 515-725-7321 or toll-free at 877-565-4450; writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319; or emailing customer@iub.iowa.gov. Tariff and rate schedule information is available at blackhillsenergy.com/rates.

Bill details (continued)
Actual charges this month \$79.00
Budget Billing this month \$79.00

You have a deferred balance of \$270.17

The deferred balance is the difference between your actual charges over the last 12 months and your Budget Billing amount paid during that time

Messages

If you smell natural gas, leave the area immediately and call 911 and then call Black Hills Energy at 888-890-5554.

A \$1.19 late fee will be charged if full payment isn't received by the due date.

Black Hills Cares provides an opportunity to help families in our community pay their energy bills. To give, select the round up option to round your bill to the next dollar and donate the difference, or consider giving a monthly or one-time donation. Visit blackhillsenergy.com/bhcares for details.

Vision impaired

Ready

11

Nebraska Corporate Income Tax Reductions

1. Nebraska LB432 (May 1, 2021)

- 2021 – 7.81%
- 2022 – 7.50%
- 2023 – 7.25%

2. Nebraska LB 873 (April 13, 2022)

- 2024 – 6.50%
- 2025 – 6.24%
- 2026 – 6.00%
- 2027 – 5.84%