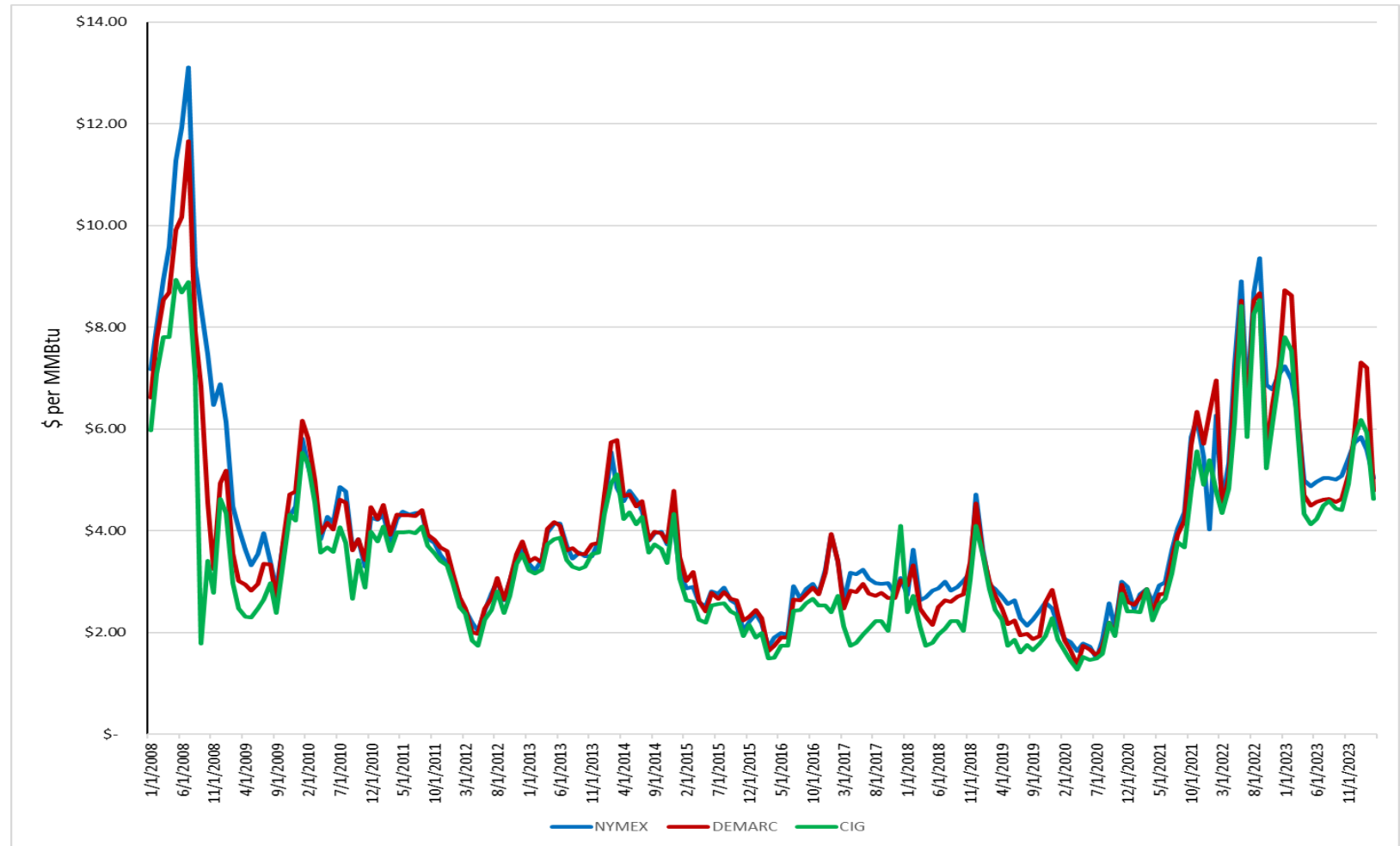




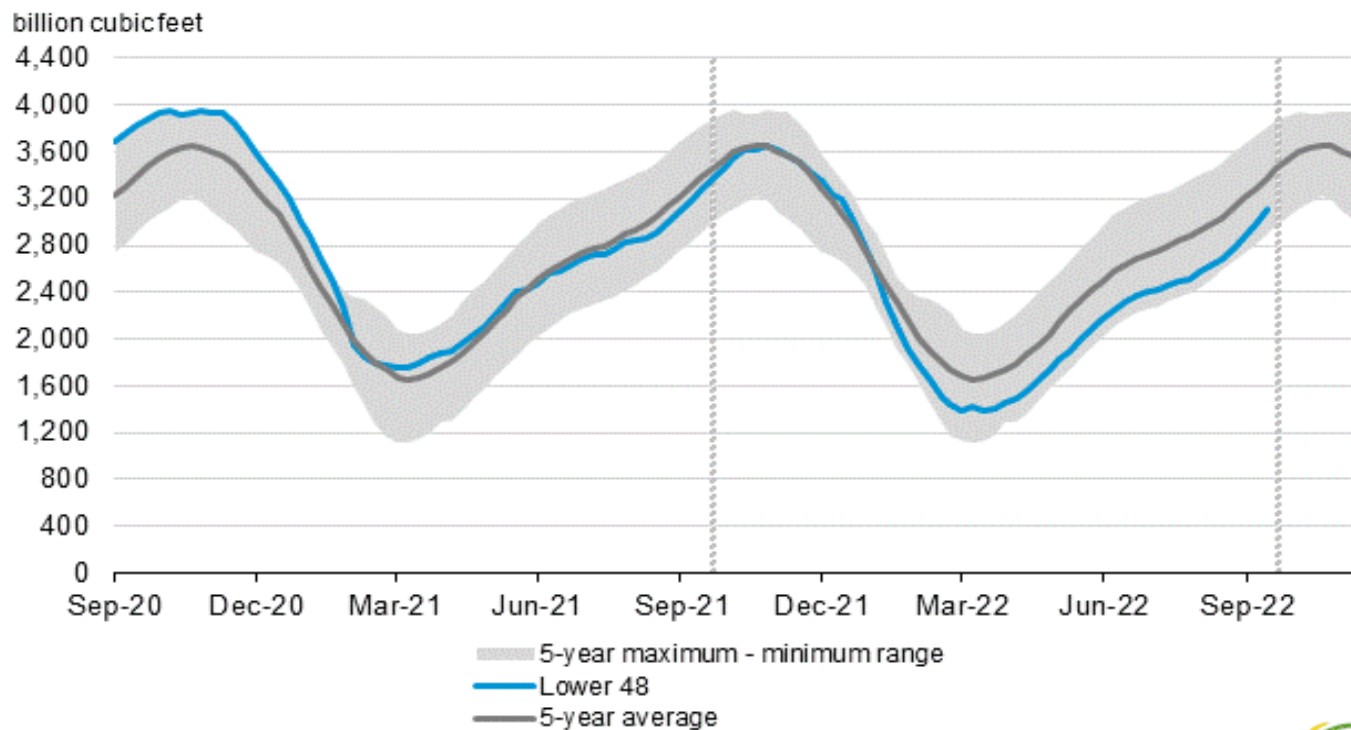
Winter 2022 – 2023 Supply Price Update

Historical and Future Pricing



Storage Outlook

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



Source: U.S. Energy Information Administration

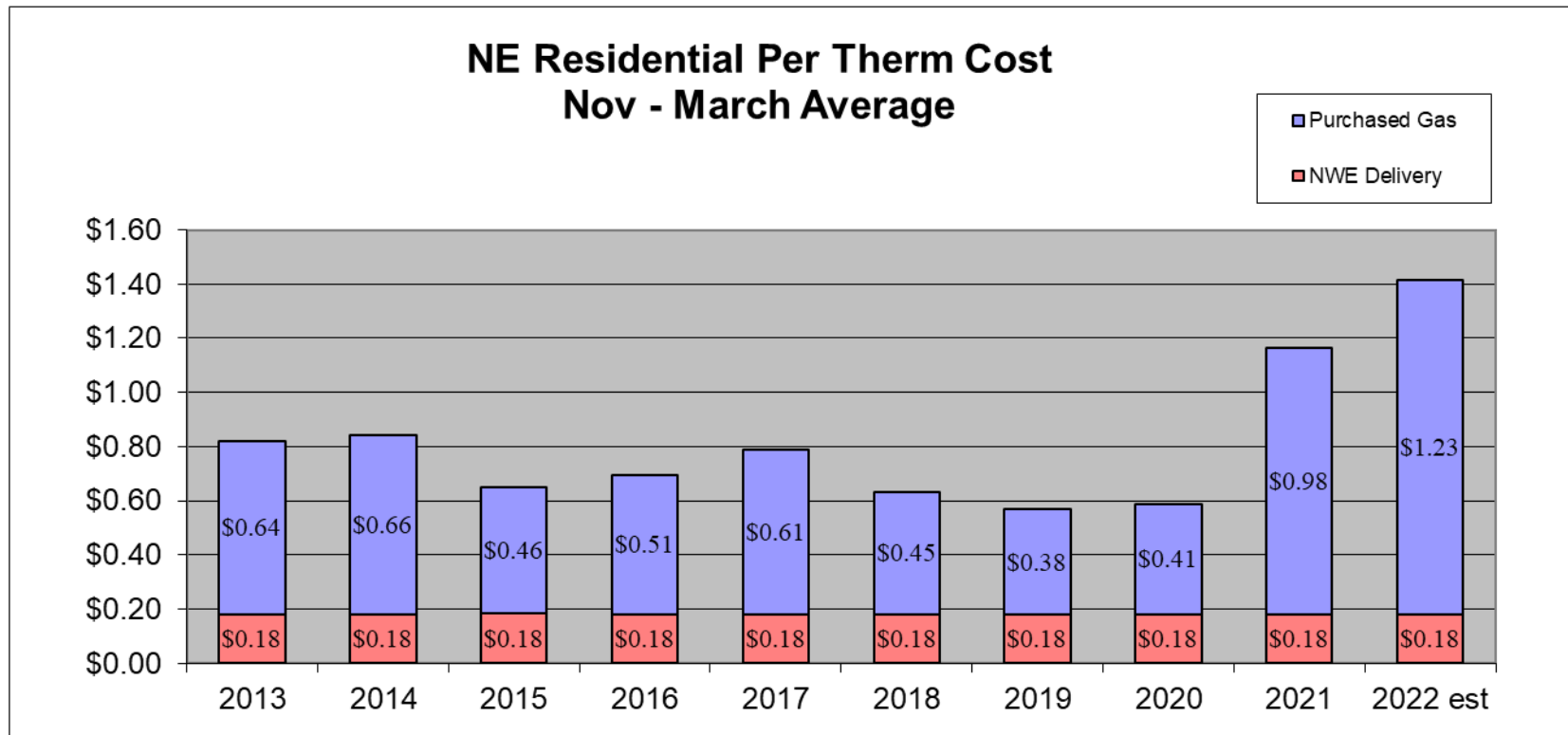


Note: The shaded area indicates the range between the historical minimum and maximum values for the weekly series from 2017 through 2021. The dashed vertical lines indicate current and year-ago weekly periods.

What factors are affecting natural gas prices?

- **LNG exports have remained at record highs with natural gas prices being higher in Europe and Asia than in the U.S.**
- **Warmer than normal U.S. summer temperatures and low coal inventories resulted in increased usage of natural gas for generation of electricity for air conditioning this summer.**
- **Storage inventories have been lower than normal this summer. However, recent mild temperatures have resulted in larger than anticipated fall injections leading to inventories that are closer to historical supplies.**
- **Natural Gas Production has remained relatively flat this summer, but is expected to increase next summer. This should help the supply to better match the demand.**

NorthWestern's Ten-year Nebraska Winter Season Residential Prices

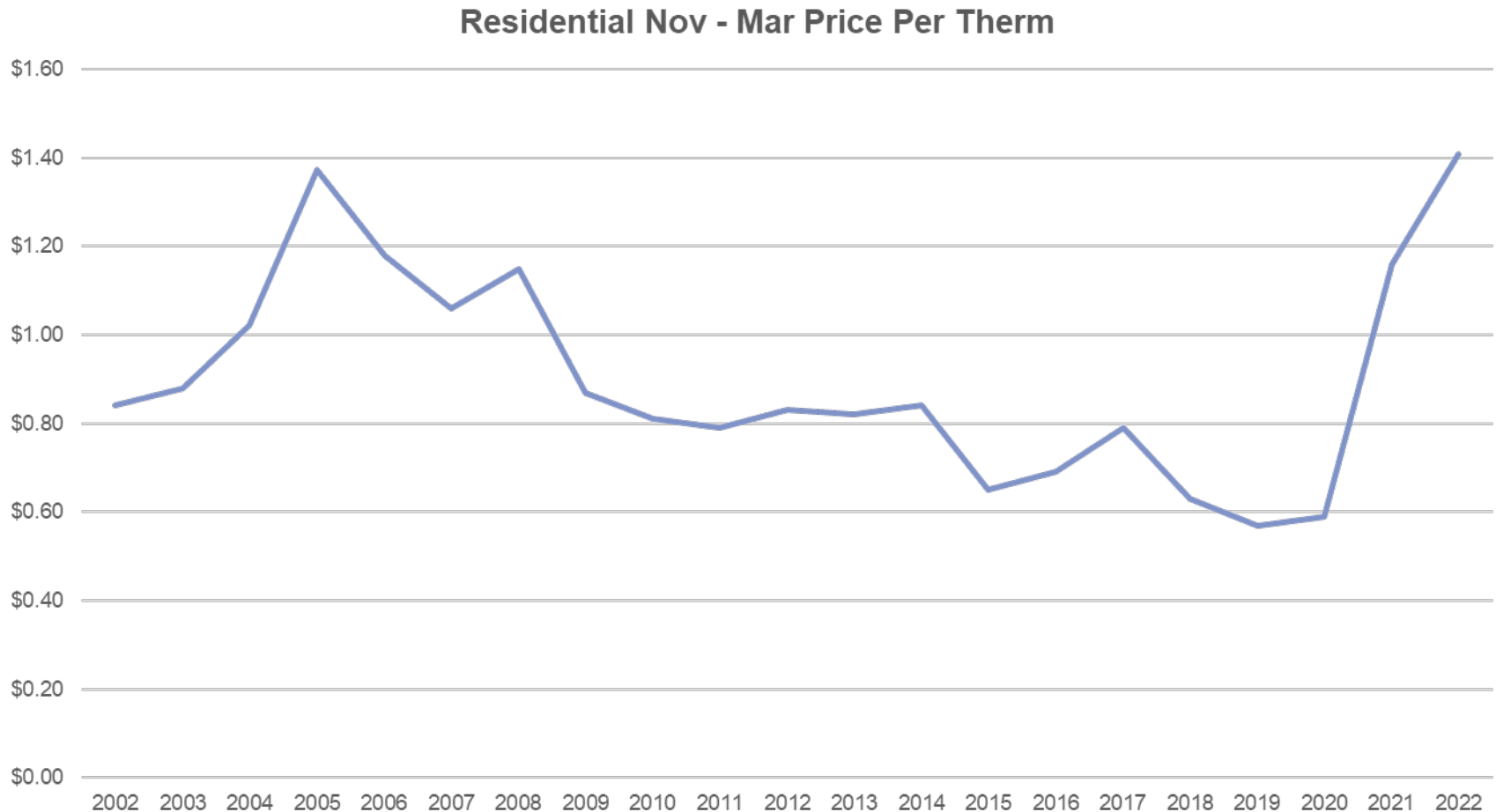


Historical NorthWestern Winter Prices

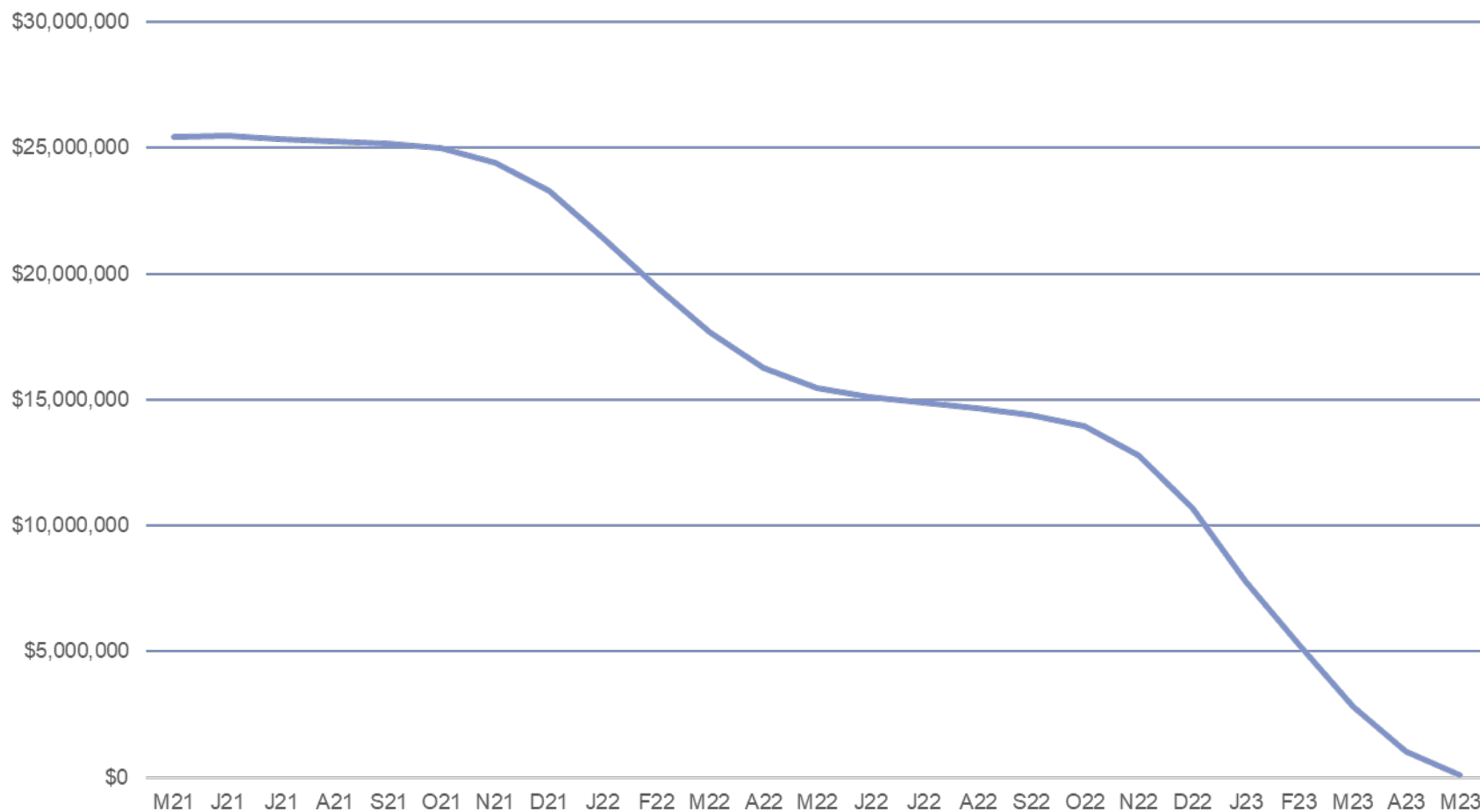
	<u>750 Therm Winter Bill</u>	<u>Per Therm</u>	<u>Price Change %</u>
November 1, 2018	\$474.65	\$0.63	
November 1, 2019	\$425.55	\$0.57	-10%
November 1, 2020	\$441.65	\$0.59	4%
November 1, 2021	\$872.95	\$1.16	98%
November 1, 2022	\$1,059.40	\$1.41	21%

*Assumes lock-in prices plus market prices as of Oct 11, 2022.

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



Storm Uri Recovery Projection

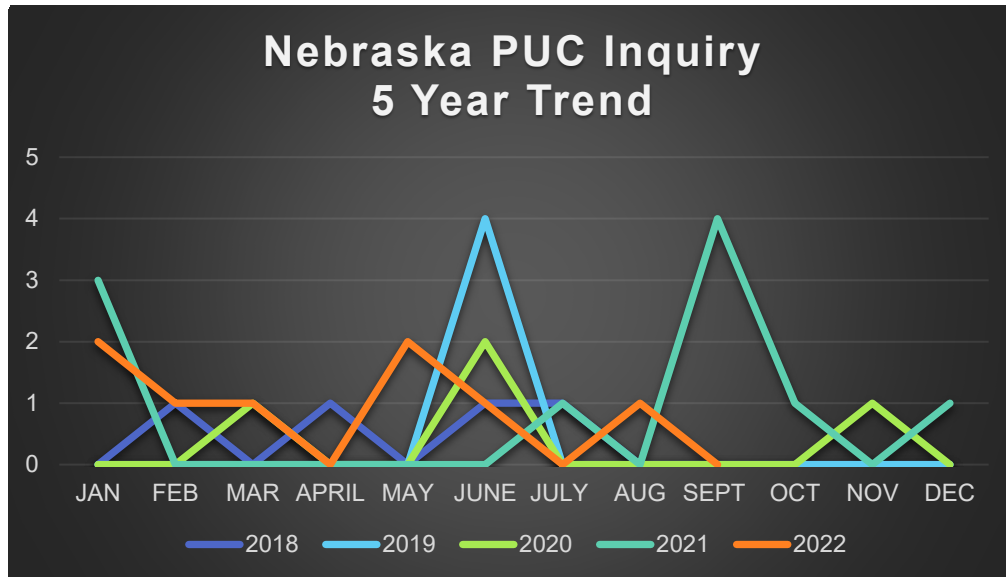




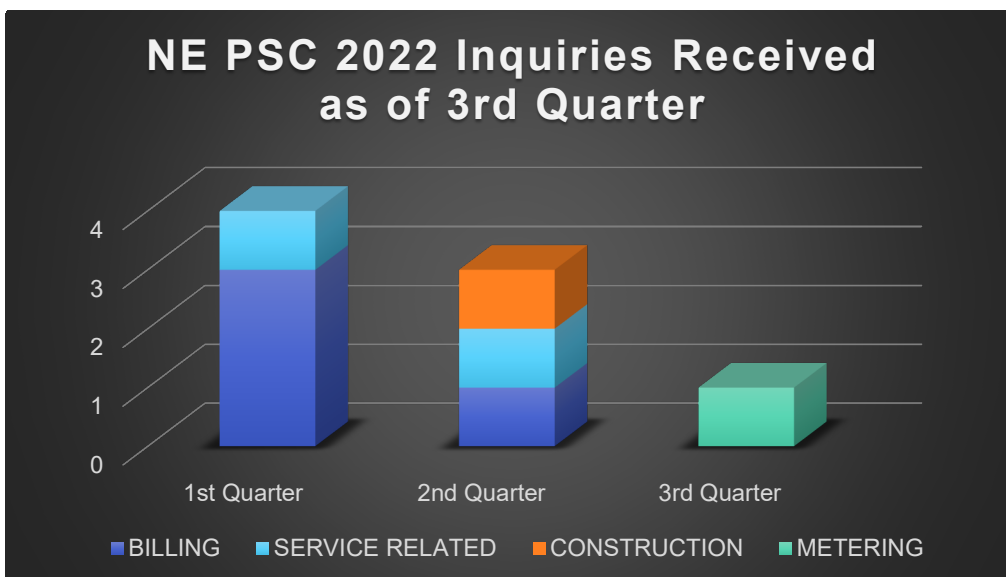
NEBRASKA PSC QUARTERLY REPORT

3RD QUARTER

July 2022 – September 2022



As of the 3RD Quarter 2022, we have received 8 PSC Inquiries



1 Inquiries received for the 3rd Quarter

Inquiry Details

❖ Metering

- Customer requesting explanation for significant increase in Natural Gas Usage on his May and bills.
 - Reached out to customer after the review was completed, we discussed:
 - The climatological data for Kearney (attached) comparing May/June 2021 & 2022 temperatures. Although the average temperatures are similar, there are a few days that could have impacted the need for the pool heater to run longer or more often to maintain the set temp. The first part of May 2022, shows the highs 49 degrees and lows down to 32 degrees for multiple days.
 - We reviewed and agreed the July & August usage has decreased, compare to May & June's usage.
 - We also addressed the concern that he was told to not pay his bill while this was investigate. I did review to the initial call the customer placed to NorthWestern Energy in June, but was unable to identify that he was advised this information. As the customer stated we did place an automated credit call that went out on 7/8/2022, a message was left at that time. The customer advised in his conversation with the PSC staff they he talked with the collections department, I was not able to locate a phone call or any notes on his account that indicate we spoke to him. I let him know if he can locate the phone number he called from, I would like to review the call to determine if there are opportunities to improve the Customer Experience.
- I unfortunately was not able to answer the question of why did the usage increase, but did offer a few insights that could have contributed to the usage increase;
 - The timing of when the pool heater was turned on compared to the previous years,
 - Low temperatures and cool ground temps.
- I encouraged when he opens the pool next Spring to obtain a read on the gas meter and then monitor the usage to help understand when the gas usage is increasing. The customer is aware that he can request to have his meter tested, I gave him my direct number or he can call the Contact Center to request this.

Opportunities & Improvements

NorthWestern Energy has identified areas of opportunities to continue improving our Customer Experience for our customers

- Customers self-serving continues to favorably trend. Online Customer Care requests to start, stop and transfer service were steady in July.
 - Customers self-serving continues to favorably trend. Year to date compared to last year, same 8 month period show a 30% increase for 2022.
- Home Based Agent (HBA)/Virtual Desktop Infrastructure (VDI)
 - Continue to enhance Home Based Agent program
 - Work locations for Customer Service Representatives now includes Grand Island, Kearney and North Platte
 - Hired 24 additional CSR's in 2022
 - 1st Quarter - 13
 - 2nd Quarter - 11

- 3rd Quarter - Hiring is underway again!
- IVR enhancements implemented in June appear to have a favorable impact, resulting in decreased customer concerns to the PUC/PSC.
 - **Call Back Feature**
 - When there are higher call volumes NorthWestern Energy does not expect our customers to wait on hold, so we provide customers an option of a Call Back. The Call Back feature allows the customer to receive a call back from NorthWestern Energy when their spot in queue is ready. The caller is first informed of the approximate wait, time to allow the customer to make the decision to remain on hold or proceed with the Call Back option. We have recently made improvements to enhance our Call Back feature, now when a customer requests a Call Back, the IVR will now ask if the customer would like to receive a call back at the number they are calling from, to press “1”. This gains a customer efficiency by eliminating the need for the customer to manually enter their 10 digit call back number. The Call Back option is offered to our customers when the following criteria is met; 10 calls in queue & wait time is 4 minutes or greater. Important to note, we do not offer the Call Back option for Gas Emergency or Electric Dangerous calls as those are first priority calls.
 - **Forced Play**
 - Forced Play, eliminates the background noise when the customer initially connects to the IVR. With this improvement, now any background noise/voice will not be picked up until a language selection is made; English or Spanish, this mitigates the IVR from allowing customers to get stuck in a “loop” within the IVR and from receiving the response “I can’t understand your response”.
 - **Spanish IVR**
 - Updated the Spanish IVR to prompt ask for zip code & updating the IVR and requires Spanish speaking customers to say Dos or press 2.

Announcements

- ⚡ My Energy Account received a facelift with many new & exciting enhancements!
- ⚡ Paymentus (our payment processor) increased our processing fee for card and payments taken by a CSR’s is increasing effective 7/15/22 from \$1.99 to \$2.75 per transaction.
 - ☞ The primary reason for the increase is higher than expected interchange costs. There has been little to no feedback from customers on the increase at this time.

Roadmap / Forecast

Continue to increase Self-service customer interactions so our front line is available to assist with complex questions and concerns.

Genesys Optimization Project – With one of the primary focus’ being Service Level improvements

My Energy Account upgrade - Phase 2 to come with additional enhancements!