



January 13, 2021

Mike Hybl
Executive Director
Nebraska Public Service Commission
PO Box 94927
Lincoln, NE 68509

RE: Docket NG-101.2 COVID-19 Customer Account Quarterly Update – December 2020

Dear Mr. Hybl,

NorthWestern Energy (“NorthWestern”) hereby submits its December 2020 quarterly update as required in the above referenced matter regarding the status of customer accounts related to the impacts of COVID-19. NorthWestern organized the requested information into one table included in Attachment A to this correspondence.

Please let me know if you have any questions or need additional information.

Sincerely,

Pamela A. Bonrud

Director-Government and Regulatory Affairs

Pam.bonrud@northwestern.com

☎ 605-978-2900

📠 605-321-4025

Cc: Nichole Mulcahy - Director Natural Gas Department, NPSC
Sallie Dietrich – Legal Counsel, Natural Gas Department, NPSC

Enclosure (1): Attachment A – NG 101.2 NWE COVID-19 Customer Account Quarterly Update – December 2020

	Q2 (4/1/20 - 6/30/20)			Q3 (7/1/20 - 9/30/20)			Q4 (10/1/20 -12/31/20)		
	Active	Inactive	Total	Active	Inactive	Total	Active	Inactive	Total
1) Total number of accounts:									
Residential	38,516	755	39,271	38,533	755	39,288	38,607	615	39,222
Non-Residential	6,111	55	6,166	6,115	61	6,176	6,114	61	6,175
2) Number of accounts in arrears:									
Residential	4,479	252	4,731	4,250	232	4,482	4,219	283	4,502
Non-Residential	375	12	387	286	23	309	403	19	422
3) Average balance:									
Residential	\$ 77.21	\$ 77.86	\$ 77.24	\$ 75.34	\$ 88.02	\$ 76.00	\$ 61.09	\$ 126.90	\$ 65.23
Non-Residential	\$ 117.57	\$ 147.35	\$ 118.50	\$ 97.25	\$ 158.39	\$ 101.80	\$ 131.60	\$ 114.90	\$ 130.85
3) Median balance:									
Residential	\$ 32.82	\$ 30.14	\$ 32.69	\$ 48.80	\$ 37.65	\$ 48.56	\$ 48.59	\$ 51.05	\$ 48.59
Non-Residential	\$ 21.93	\$ 2.73	\$ 1.50	\$ 41.49	\$ 19.28	\$ 40.40	\$ 46.31	\$ 40.52	\$ 45.40
4) Total dollar amount of arrears 30 days or older:									
Residential	\$ 345,820.00	\$ 19,620.00	\$ 365,440.00	\$ 320,216.00	\$ 20,420.00	\$ 340,636.00	\$ 257,749.00	\$ 35,911.00	\$ 293,660.00
Non-Residential	\$ 44,090.00	\$ 1,768.00	\$ 45,858.00	\$ 27,812.00	\$ 3,643.00	\$ 31,455.00	\$ 53,036.00	\$ 2,183.00	\$ 55,219.00
5) Total dollar amount of arrears 90 days or older:									
Residential	\$ 222,374.00	\$ 13,932.00	\$ 236,306.00	\$ 202,690.00	\$ 15,311.00	\$ 218,001.00	\$ 48,101.00	\$ 24,147.00	\$ 72,248.00
Non-Residential	\$ 24,636.00	\$ 1,601.00	\$ 26,237.00	\$ 17,321.00	\$ 3,362.00	\$ 20,683.00	\$ 2,988.00	\$ 1,687.00	\$ 4,675.00
6) Number of customers who have not paid since March, 2020:									
Residential	783	82	865	585	69	654	31	38	69
Non-Residential	60	5	65	39	7	46	4	4	8
6) Percent of total customers who have not paid since March, 2020:									
Residential	2.03%	10.86%	2.20%	1.52%	9.13%	1.66%	0.08%	6.18%	0.18%
Non-Residential	0.98%	9.09%	1.05%	0.60%	11.48%	0.74%	0.07%	6.56%	0.13%
7) Arrangements entered:									
Residential			80			138			359
Non-Residential			3			12			15
8) Average installment amounts:									
Residential			\$ 76.34			\$ 79.74			\$ 305.13
Non-Residential			\$ 182.10			\$ 108.69			\$ 468.78
9) Number of customer on Budget Billing:									
			8,149			7,941			7,861
10) Average Budget Billing amount:									
			\$ 48.00			\$ 45.00			\$ 43.00
10) Median Budget Billing Amount:									
			\$ 55.00			\$ 40.00			\$ 93.00
11) Amount of Assistance funds received: LIEAP									
			\$ 41,497.58			\$ 330,463.36			\$ 701,290.09
12) Number of accounts sent disconnection notices since 8/31/2020:									
Residential									3,009
Non-Residential									226
13) Number of accounts disconnected since 8/31/2020:									
Residential									282
Non-Residential									27
14) Additional measures:									
Additional notices being sent at time of phone attempt.									

NorthWestern Energy update on the large construction projects in Nebraska.

Grand Island

- Pressure issues identified 2018/2019.
- Construction of 3 miles of 8" main completed in 2020.
- Continuation of 5 miles of 8" in 2021.
- Further studies on-going with growth at EDC sites.
- Construction completed by internal crews.

Kearney

- Pressure issues identified during 2014 cold spell (Polar Vortex).
- NorthWestern contracts coming 100% off TBPL June of 2020. Agency customers still on TallGrass.
- Construction of 2 miles of 6" in 2018 from 32nd to 56th Ave on Antelope Drive.
- Construction of an additional 2 miles of 6" from 56th to 72nd in 2019.
- Construction in 2022 with internal crews will continue once Grand Island construction is completed.

Northwestern Grand Island Loop

Complete Scope of work

2020 Construction

Starting point

Tie into 12" 150#

2020 Construction

Ending point

2021
Construction

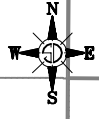
Google Earth

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Keowney, NE
Proposed Master Plan



Proposed
Reg Station

Proposed
Reg Station

Proposed
Reg Station

Proposed
150 Psi Loop

Proposed
150 Psi Loop

Proposed
Reg Station

Tallgrass
Pipeline

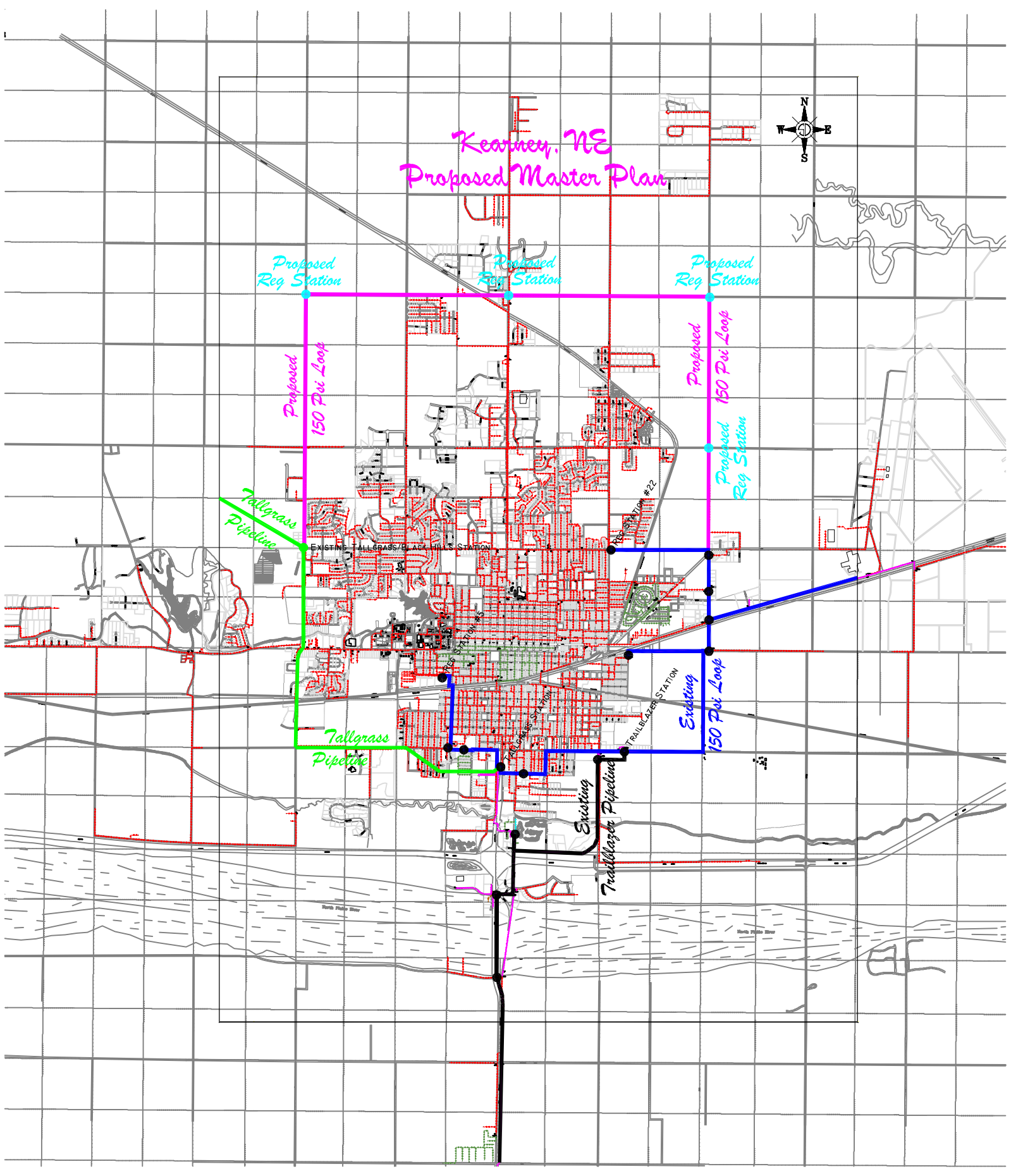
Tallgrass
Pipeline

EXISTING TALL GRASS/BLADE MILL STATION

TRAILBLAZER STATION

Existing
Trailblazer Pipeline

Existing
150 Psi Loop





Advanced Metering Infrastructure (AMI) Gas Only Areas - Nebraska



Gas Only Areas

Challenges:

- AMI gas only solution was subject to wireless interference, and technology enhancements to resolve issues are still in development.
 - Data Compression algorithms to lessen interference
 - Gas endpoint-to-endpoint communications
 - Cellular gas endpoints for rural areas
 - Tentative release of this technology is Q4 of 2021 but requires substantial testing to verify the solution and costs.

Accomplishments:

- All gas endpoints were replaced with AMI capable ERTs
- Full functioning AMI Dev system implemented in 2020
- Handheld routes were upgraded to AMR/Drive-By solution, resulting in costs savings for customers
- 2 • We are currently delivering 99.5%+ read rate with AMR/Drive-By solution