{var id=SYSTEMDATE}

{var id=CUSTNAME}
{var id=ACCTADDR1}
{var id=ACCTADDR2}
{var id=ACCTADDR3}
{var id=ACCTADDR4}

Account Number: {var id=ACCOUNTX}-{var id=ACCTCKDGT}

Service Address: {var id=SVCADDR}

Account Balance: ${var id=ARBALANCE}

Dear {var id=CUSTNAME},

NorthWestern Energy activated a company-wide plan to address the implications of the COVID 19 outbreak while providing reliable energy service for our customers in Nebraska, South Dakota and Montana. The health and safety of our customers, employees and communities is NorthWestern Energy's top priority.

NorthWestern Energy has voluntarily suspended service disconnections for non-payment to help customers who may be financially impacted as a result of this outbreak.

As members of our communities self-isolate and work from home, we are here to help if you are having difficulty paying your bill. We encourage customers who are struggling to pay their bill to reach out to discuss how we may be of assistance.

Our focus will continue to remain on providing you, our customer, with safe and reliable energy.

If you have questions, please call us Monday-Friday, 7:00 a.m.-6:00 p.m. (local time):

Montana and Wyoming: 888-467-2669
South Dakota and Nebraska: 800-245-6977

Sincerely,

NorthWestern Energy
Customer Care Department