



Economic Development Update

With the advent of the COVID-19 pandemic, our world has been negatively impacted in a variety of ways. Customer health is threatened, businesses have closed, jobs have been lost, and uncertainty is prevalent. As a major employer in the states we serve, NorthWestern Energy recognizes its obligation to be a good community partner and assist our customers through this difficult time. As such, we developed a plan to assist our customers through a variety of tools and resources.

Small business is the backbone of the economies of the communities NorthWestern Energy serves. We want to free up resources for small businesses, many of which are being severely impacted by the COVID-19 crisis, so they can continue to continue their critical role in our economy and provide employment for members of our communities. Through shareholder dollars, the Company is providing resources in the form of bill credits to our small business customers. This is being handled through a grant application process. We have made over \$6,000 available to assist small business customers.

Additionally, we believe in the importance of supporting various relief funds within our service territory. For Nebraska, we made contributions to the local funds in Kearney, Grand Island, and North Platte. These donations amounted to \$9,000. And finally, we have initiated an employee donation effort. For this, employees are encouraged to donate to 211.org, an agency that helps folks in South Dakota and Nebraska. In regard to employee donations, the Company is offering to match those donations up to a total of \$25,000.

Other items of interest include our support of various programs/entities in the Nebraska communities that we serve. For example, we committed funds to the Grow Grand Island initiative and we are supportive of local events (fairs, tradeshow, etc.), once the pandemic has subsided.

AMI with COVID-19

The vendor selected for our AMI solution has implemented travel restrictions and self-quarantining for any employee traveling due to essential work. These employees are working remotely and none of them are allowed to access our facilities during the COVID-19 pandemic. We continue to work on a daily basis via remote skype meetings and sharing of data and logs electronically. We are able to continue with our AMI development and stabilization with little impact on our progress from a system perspective.

From an AMI field mitigation perspective, AMI continues to mitigate gas and electric endpoints by practicing social distancing and by working individually with no team members traveling together. These individuals are also required to travel back to their base location each evening with no overnight stays at hotels. The Itron field workers are locals so they are not traveling out of the service territory. If they do opt to travel for personal reasons, they are quarantined for a minimum of 14 days before being allowed to come back to work. These workers do not access NorthWestern Energy's facilities and they do not enter any customer's homes. Work is provided electronically on a daily basis. We have lost a couple of these workers due to them opting to self-quarantine due to their personal health concerns but we continue to progress with the remaining field workers.

Nebraska PSC Update

Customer Service Update:

- Contact Centers-85% of CSR's working from home.
- 2 Back-up Centers Available
- Walk-in Centers Closed-Payment Drop Boxes still being monitored
- Strategy to further social distance walk in center employees

Customer Outreach:

- Suspended service disconnections and late payment charges
- Encouraging customers to continue to apply for LIEAP through 3/31
- April 1st, contributions to provide customer assistance
 - North Platte-Mid-Nebraska Community Foundation - \$2,000
 - Grand Island –COVID-19 Community Compassion Fund - \$2,000
 - Kearney – Kearney Area Emergency Relief Fund - \$2,000
- Additional customer service options
 - Payment arrangements
 - Budget Billing
 - Electronic Billing
 - EZ Pay
 - Online Customer Care portal
- Proactive customer outreach
- Additional scam communications