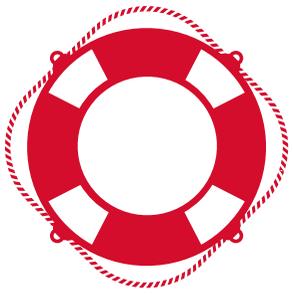




# NorthWestern Energy is here to help



Help is available to our customers who may be concerned about their ability to pay their utility bill. We encourage customers who are having a hard time paying their energy bills to get in touch with us as soon as possible. We will provide you with

resources to see if you might qualify for assistance from government and nonprofit programs, including:

- **Low Income Energy Assistance Programs (LIEAP)** – These federal funds are available to those who may not otherwise be able to afford to heat their homes or apartments during the winter. Apply through your local Human Resource Development Council (HRDC) office, beginning Oct. 1 through April 30.
- **Energy Share of Montana** – Energy Share of Montana is a nonprofit organization that helps people who are facing loss of heat or lights in their home due to reasons beyond their control, and they have no resources to pay their bill. Ask for an application at your local HRDC office or visit [www.energysharemt.com](http://www.energysharemt.com).
- **Free Weatherization** - Qualifying for LIEAP may mean that the home you rent or own can be weatherized at no cost to you. Weatherizing your home can save you energy and money. Call your local HRDC office for more details.

## NorthWestern Energy Bill Discount

NorthWestern Energy offers a bill discount to income-qualified customers. If you qualify for LIEAP, you will also receive a NorthWestern Energy discount:

- Electric Bill Discount
  - 25% discount November through April
  - 15% discount May through October
- Natural Gas Bill Discount
  - 30% discount November through April.



## Electric and natural gas rebates available

NorthWestern Energy offers electric and natural gas rebates for residential and commercial customers.

### Residential rebates:

- Programmable or Wi-Fi Thermostats
- High Efficiency Furnaces or Boilers
- Insulation
- Duct Sealing, and more

### Commercial rebates:

- High Efficiency Lighting and Controls
- Variable Frequency Drives (VFDs)
- Insulation
- Modulating Gas Valve
- Air Source Heat Pump, and more

For a complete list of rebates offers and program qualifications, visit [NorthWesternEnergy.com/Eplus](http://NorthWesternEnergy.com/Eplus) or call 800-823-5995.

## Increase your home's energy efficiency

Our new E+ Home EnergyCheck for space and water-heating customers is a safe, convenient and fun way to have your home's energy efficiency checked – virtually! A local, trusted energy specialist will complete your home's assessment with you over your smartphone or tablet.

You'll get personalized tips during the E+ Home EnergyCheck, in a customized, detailed report, and through a follow-up session. You may also receive free products to help reduce your energy use if the energy specialist finds areas where they'd be useful.

For more information, visit [NorthWesternEnergy.com/EnergyCheck](http://NorthWesternEnergy.com/EnergyCheck) or call 800-823-5995.



## Emergency rental and utility assistance is available

The Montana Emergency Rental Assistance Program provides rent and utility assistance to Montanans who have been financially impacted, directly or indirectly, by the COVID-19 pandemic.

Emergency Rental Assistance may be used for:

- Rent and past due rent
- Utilities, past due utilities and home energy costs
- Internet service

For more information, visit [housing.mt.gov](http://housing.mt.gov) or call 406-841-2830.

## We offer a variety of payment options

As a NorthWestern Energy customer, you have several payment options. Choose the option that is best for you!

- **One-time payment** – Make a one-time payment instantly online for free with your checking or savings account or with a credit or debit card for a \$1.99 processing fee.
- **EZ Pay** – Our EZ Pay program allows payments to be debited directly from your checking or savings account. Enroll in your My Energy Account.
- **Pay by phone** – Hear your account balance, due date and make a payment anytime by calling 833-970-2262 for English or 833-970-2263 for Spanish.
- **Pay by text** – Paying your energy bill can be as simple as sending a text when you sign up for our “Pay By Text” option, using your credit or debit card (\$1.99 processing fee). Log into My Energy Account to enroll.
- **Pay by mail** - Mail your check or money order to: NorthWestern Energy 11 E. Park St. Butte, MT 59701-1711
- **Pay in person** – To pay your bill in person, visit one of our walk-in customer service centers. You can also pay your bill at any Western Union location. For a list of our walk-in offices and hours, visit [NorthWesternEnergy.com/locations](http://NorthWesternEnergy.com/locations).
- **Payment arrangements** – We understand circumstances sometimes make it difficult to keep up with your bills. If you're having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection. For more information, login to My Energy Account or give us a call.
- **Budget Billing** – With Budget Billing, you pay the same amount each month. No surprises, just one easy payment amount to plan for. Call us to sign up.

For more information on payment options, visit [NorthWesternEnergy.com/paymybill](http://NorthWesternEnergy.com/paymybill).