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May 14, 2025

Dear Great Plains Natural Gas Wahpeton customer,

The final stage of transitioning from a Great Plains Natural Gas customer to a Montana-Dakota Utilities customer is here. Following your May bill, Montana-Dakota will start the process of setting up your new Montana-Dakota account so you will receive your first Montana-Dakota bill in June. You have been receiving natural gas via Montana-Dakota's supply and will now start receiving a bill from Montana-Dakota.

Great Plains is a division of Montana-Dakota, so the change is primarily in name only. The price you pay for service will not change with the new bill. However, the amount of natural gas you use varies from month to month, as will your total bill.

The company has opened a temporary office in Wahpeton to assist customers, if needed, with the transition. The office is located at 921 Dakota Avenue, Suite A. The office opens at noon on Tuesday, May 27, and will then be open every Tuesday from noon to 5 p.m. and every Wednesday from 9 a.m. to 3 p.m. through the end of June.

For customers who are enrolled in Online Account Services, you can access your new Montana-Dakota Utilities account at [customer.montana-dakota.com](http://customer.montana-dakota.com) following your May bill. Your username will be the same as the username you have on your Great Plains Natural Gas online account, except you will need to add MDU to the end of your username. For example: if your GPNG username is Smith, then your new MDU username is SmithMDU. Your encrypted password is the same for both your current GPNG and your new MDU Online Account Services enrollment.

If your Great Plains Natural Gas account is enrolled in Electronic Billing (eBill), Pay by Bank and/or Balanced Billing, your new Montana-Dakota Utilities account will automatically be enrolled in these features as well. To manage your accounts, please log in at [customer.gpng.com](http://customer.gpng.com) for Great Plains Natural Gas or [customer.montana-dakota.com](http://customer.montana-dakota.com) for Montana-Dakota Utilities.

Customers choosing to pay their May bill using a credit card or a Western Union payment location will need their new Montana-Dakota account number. Please contact the Company or sign into your Online Account for your new account number.

As a reminder, the transition from Great Plains to Montana-Dakota is because of a pipeline expansion project that brings another source of natural gas to the community. This provides several benefits to Wahpeton customers:

- Montana-Dakota's natural gas system provides additional access to storage and production supplies.
- Wahpeton customers will benefit from increased supply reliability as the connection with the previous natural gas transmission line will be maintained for emergency purposes.
- And Wahpeton customers will benefit from the potential for additional customer load growth in the area.

Additional information about the transition to the new bill can be accessed on the company's website via this QR code:



If you have additional questions, please contact our customer service team at 800-638-3278.

Thank you!