

# August Newsletter

Montana-Dakota Utilities

 **MONTANA-DAKOTA**  
UTILITIES CO.  
A Subsidiary of MDU Resources Group, Inc.  
**In the Community to Serve®**

## BALANCED BILLING

### Take the guesswork out of budgeting:

Balanced Billing provides customers a way to avoid the highs and lows associated with normal monthly billing. This plan helps take the guesswork out of budgeting for utility bills.

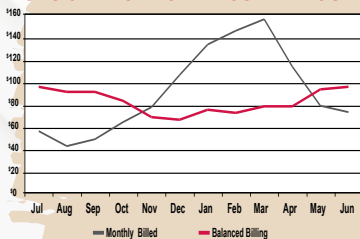
**How Balanced Billing works:** A customer's monthly bill is computed by taking an average of their natural gas usage during the previous 11 months and the current month's usage. Current energy rates are then applied to this average monthly usage to calculate the current payment due. Averaging a customer's usage over the year can reduce large cost fluctuations from extreme weather conditions.



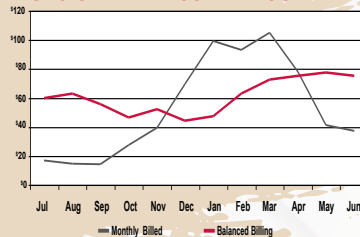
### Utility bill comparison examples:

The graphs illustrate the fluctuation of a customer's normal monthly bill compared to a Balanced Billing average.

**GAS & ELECTRIC BILL COMPARISON**



**GAS ONLY BILL COMPARISON**



## UTILITY FRAUD ALERT BEWARE OF SCAMS

Some of our customers have received fraudulent phone calls and emails purporting to be from Montana-Dakota Utilities or other energy companies. These emails and calls claim to be regarding a bill or a past due balance.

The fraudulent email generally contains an account number, an amount due (or past due), a due date and a link to log in to view the account. Be assured that we have not had a security breach and the information in the email is not legitimate.

The phone calls generally state that your account is past due and that unless you pay the bill immediately over the phone, your utility service will be disconnected. Please be wary of these emails and phone calls! If in doubt, please take the following safety measures:

If you receive one of these phone calls, hang up and notify us

- Do not respond to the email
- Do not open any email attachments
- Do not click on any links
- Do not provide any personal information in the email or over the phone

Please be aware this is not a legitimate request and Montana-Dakota Utilities does not follow this practice. If you do receive one of these phone calls or emails, please contact us immediately at 800-638-3278.

**To sign up for Balanced Billing, visit**  
**[www.montana-dakota.com](http://www.montana-dakota.com) or call 800-638-3278**



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## ENERGY SAVING TIPS FOR HOME



**Install a programmable setback thermostat.** This is a good home investment if it is heated and cooled with central forced-air systems. Programming to match personal habits will save money.

**Conserve water, while saving money and energy.** Turn the water heater to 120°F to reduce the heating bills, install low-flow showerheads, replace faucet washers and take quick showers instead of baths.

**Save money in the laundry room.** Use cold water in the wash and rinse cycles. Always run full loads of laundry. Air dry laundry by hanging laundry outside or on a drying rack.

**Check the dishwasher's setting.** Some dishwashers offer a water-saving setting or an energy-saving drying option.

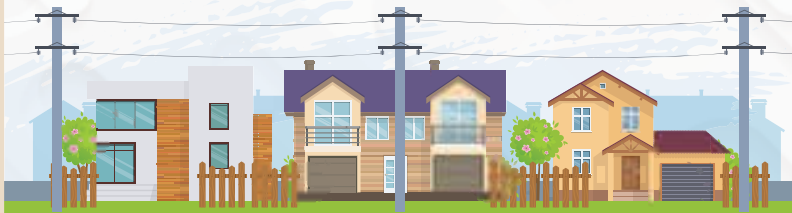
**Use drapes on windows.** Close drapes on hot summer days to keep cool. On winter days leave them open to absorb sunlight. Close drapes at night to keep the home's heat inside.

**Change light bulbs to LED.** Switching to high-efficient LED light bulbs is a quick and easy way to save money. The average household has about 70 light-bulbs. One ENERGY STAR® certified LED bulb uses up to 90% less energy than an incandescent bulb.

**Use ENERGY STAR labeled items.** Look for the ENERGY STAR label on LED light bulbs, home appliances, electronics and other products. ENERGY STAR products meet strict efficiency guidelines set by the U.S Environmental Protection Agency and the U.S. Department of Energy.

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## HEADS UP! WATCH FOR POWERLINES.



### Outdoor Electric Safety Tips:

- Look up to locate all power lines near your home, work or play areas.
- Always keep yourself and any tool or equipment you may be using at least 10 feet away from overhead power lines.
- Don't trim trees with power lines nearby.
- Always carry ladders or poles horizontally, never upright.
- To avoid contact with an overhead powerline, never place a trampoline, pool or playhouse near power lines.
- Teach your children to fly kites or toys in fields away from overhead power lines.
- Don't attempt to remove anything that has become tangled with an overhead power line.
- Always assume an overhead power line is energized and dangerous.



SAFETY IS IN YOUR HANDS.  
EVERY DIG. EVERY TIME.

**For more on powerline safety, visit**  
**[www.montana-dakota.com/powerline-safety](http://www.montana-dakota.com/powerline-safety)**



## OUTAGE & STORM INFORMATION:



**[www.montana-dakota.com/outage-and-storm-information](http://www.montana-dakota.com/outage-and-storm-information)**