



Customer Service: 800-638-3278 • Monday-Friday • 7:30 a.m - 6:30 p.m.
Call volume is generally higher on Mondays, for faster service please call Tuesday-Friday.
www.montana-dakota.com

02/2022

Ways to Pay Your Bill

Online: Go to www.montana-dakota.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account.

AutoPay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your payment from your financial institution on your bill's due date, which is shown on your bill stub.

Speedpay: Pay your bill by phone or online 24/7 through this independent service provider. Use a credit card, debit card, or electronic check.

Payment Locations: Pay by cash, check or money order at one of our payment

locations; there is no charge for this service. Call Customer Service or visit our website for the nearest payment location.

By Mail: Mail your payment along with your bill stub to MDU, P.O. Box 5600, Bismarck, ND 58506-5600.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy.

Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided.

Basic Service Charge: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

Constant: A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service.

CTA - Conservation Tracking Adjustment: A charge that provides funding for commission-approved conservation programs.

Demand Charge: A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

Distribution Delivery Charge or Energy Charge: A volumetric charge to recover the costs of delivering energy to your meter.

DDSM - Distribution Delivery Stabilization Mechanism: A charge applicable to gas service designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use in order to reflect the heating value of natural gas delivered.

Environmental Cost Adjustment: A charge per Kwh applicable to electric service associated with certain EPA required changes at Montana-Dakota's generating stations.

Fuel and Purchased Power: This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity.

Tax Tracking Adj: A charge to reflect changes in Montana-Dakota's Montana state and local taxes, such as property taxes, including a true-up of taxes recovered to actual taxes paid.

Generation Rider: A charge per Kwh or Kw for certain investments in electric power generation necessary to meet the requirements of Montana-Dakota's electric service customers.

Kw - Kilowatt: The Kw billed is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

Kwh - Kilowatt-hour: The Kwh billed is the total amount of electricity used in the billing period.

Kvar Penalty: A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

Power Supply Cost Adj: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity.

Renewable Resource Adj /Infrastructure Rider: A charge per Kwh for certain investments in renewable generation. The Renewable Resource Adj/Infrastructure Rider is subject to change on an annual basis.

TCA - Transmission Cost Adjustment: A charge per Kwh applicable to electric service for recovery of transmission-related expenditures and investments net of revenues received from others.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise.

USBC - Universal System Benefits Charge: A charge that provides funding for conservation and low-income programs.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service FIRST at 800-638-3278. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements.

- MT PSC: 800-646-6150 or write to P.O. Box 202601, Helena, MT 59620-2601
ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
SD PUC: 605-773-3201
WY PSC: Write to 2515 Warren Ave., Suite 300, Cheyenne, WY 82002

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Save a Stamp! Receive, view and pay your bill online at www.montana-dakota.com.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: () Cell Phone: ()

Email: _____