

**Northwestern Energy**  
**Customer Enrollment Form Instructions**

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**Customer Enrollment Form** is used for both Electric and Natural Gas Core Aggregation. Core Aggregation is defined as any natural gas customer with annual usage less than 5000dkt. The Customer Enrollment Form is used to process new enrollments, terminate an existing contract with an enrolled customer, reverse an enrollment request or make changes to an existing customer account.

**Supplier/Aggregator Request:** Supplier must check one of the four boxes.

*New Enrollment* – Check this box if connecting one or more new customers to your supply.

*Reverse Enrollment* – Check this box to reverse a previously submitted enrollment request - used if a Supplier has submitted a customer enrollment in error, or to stop an enrollment request when the switch has not yet taken place.

*Terminate Contract* – Check this box if disconnecting one or more customers from your supply.

*Change Request* – Check this box when changing account information such as the billing option, Supplier/Aggregator Customer ID#, transmission schedule or gas pool number.

**Electric Transmission Schedule:** This field must be filled in for all Electric New Enrollment requests. Suppliers should obtain a transmission schedule number for each point to point and each network transmission agreement when discussing transmission arrangements with the NWE Transmission Marketing Department. Entry of the correct value in this field is very important since suppliers may have multiple transmission schedules. Incorrect entries will result in incorrect transmission and imbalance bills and may cause a rejection of the enrollment request.

**Gas Pool Number:** This field must be filled in for all Natural Gas Core Aggregation New Enrollment requests. Suppliers should obtain a transportation Gas Pool Number for each aggregated pool from NWE gas transportation department. The entire pool number should be entered on the enrollment form. Entry of the correct value in this mandatory field is very important since suppliers may have multiple pool agreements. Incorrect entries may result in imbalance bills and may cause rejection of enrollment request.

**Billing Option:** Suppliers must complete this field. Suppliers/Customers are provided with a choice of two billing options.

*Consolidated* – Customers receive one billing statement from NWE. The bill will include unregulated supply charges from the Supplier and regulated charges from NWE. The Supplier will be charged a fee for this service. Please see tariffs at: <http://www.northwesternenergy.com/account/rates/Electric/ebs-1.pdf> for fee information on electric, or <http://www.northwesternenergy.com/account/rates/Gas/gbs-1.pdf> for fee information on gas.

*Independent* – Customers will receive two bills, one for supply charges from the Supplier and one from NWE for its regulated charges.

**Switch Date:** Suppliers must complete this field.

*Next Cycle Date* - This box should be checked if the account(s) will move to the Supplier on their next cycle (read) date. The meter will continue to be read on/about that date on a monthly basis thereafter. There is no fee associated with the **Next Cycle Date** option.

*Request Switch Date* – (valid for electric only) If this box is checked a date must be specified. All accounts listed will move to the Supplier on the date requested. The meter(s) associated with the accounts will continue to be read on their monthly cycle date. A \$16.00 charge will be assessed per account for the **Request Switch Date** option.

**Note:** For Electric, the request must be received at least 10 business days prior to the commencement of service.

For Gas, a Terminate Contract request to return to core sales service must be received at least 45 days prior to the termination of the contract. A request for a supplier switch must be received at least 10 business days prior to the commencement of service.

**Customer Name: Last Name OR Business Name:** Suppliers must complete this field. The Customer Name (last or business) must match the name that appears on the NWE bill.

**Customer First Name:** Suppliers must complete this field for residential accounts. The Customer First Name must match the first name that appears on the NWE bill. Note: Leave this field blank if enrolling a business.

**Account No.:** Suppliers must complete this field. The account number(s) given must be the same as that which appears on the NWE bill. This is an **eight-digit number**.

**Meter Number:** Suppliers must complete this field. The values must match the meter number as it appears on the NWE bill. Note: There may be multiple meters associated with a Customer account number. Suppliers must list each meter number to be enrolled on a separate line.

**Segment Type:** Suppliers must complete this field. The Supplier must indicate the load profile segment that will be used for this account when calculating hourly load information for transmission and settlement purposes.

Valid Values for this field are:

<i>Electric:</i>	Residential Irrigation	GS-1 Secondary Unmetered (lighting)	GS-1 Primary Hourly Metered
<i>Natural Gas:</i>	Residential	General Service	

“Hourly Metered” should be indicated for all GS2 accounts, larger accounts that have an average billing demand over 500 kW, and any other account that has hourly metering installed. A “Market Access Equipment/Data” request should be completed for any account that is going to be “Hourly Metered”.

**Service Type:** Suppliers must complete this field.

E – Electric

U-Unmetered Only (lighting)

E&U – Electric and Unmetered (lighting)

NG – Natural Gas

**Note:** Accounts with lighting services and/or Natural Gas may only move on-cycle

**Estimated Annual DKT Load:** Suppliers must complete this field for each natural gas customer by filling in the estimated annual DKT usage.

**Supplier I.D. # for Customer:** Suppliers must complete this field. This space should contain the customer’s account number with the Supplier.