



NorthWestern Energy Meter Upgrade Technology for a Bright Future



INSTALLATION TO BE
COMPLETED BY A QUALIFIED
INDIVIDUAL USING
APPROPRIATE PERSONAL
PROTECTIVE EQUIPMENT

Install the meter by partially
inserting the load stabs first, then
Rock meter into place.

To avoid damage to the meter or
meter socket, do not use a hammer
or other tool to force the
the socket.



What is the Montana Meter Upgrade project?

590,000
meters/modules
replaced in
Montana over
3 years



Montana Meter Upgrade Project in Missoula



March 2021

NorthWestern Energy's contractor, Tru-Check, will install collectors on power poles in the city of Missoula.

April 2021

NorthWestern Energy's contractor, Tru-Check, will begin installing new electric meters then return in a few weeks to install new gas modules

How is COVID-19 impacting this project?



- We are following CDC guidelines, **including wearing a mask** while interacting with our customers.
- **Safety** of our employees, our partner employees and our customers is the top priority.
- Just like all projects for all businesses, **COVID-19** could affect our deployment timeline.

Customer Benefits

- Current energy use **information available for customer questions** about bills, energy use and opportunities for energy savings
- System voltage information **identifies problems** before those problems cause outages
- Crews can **return service faster**

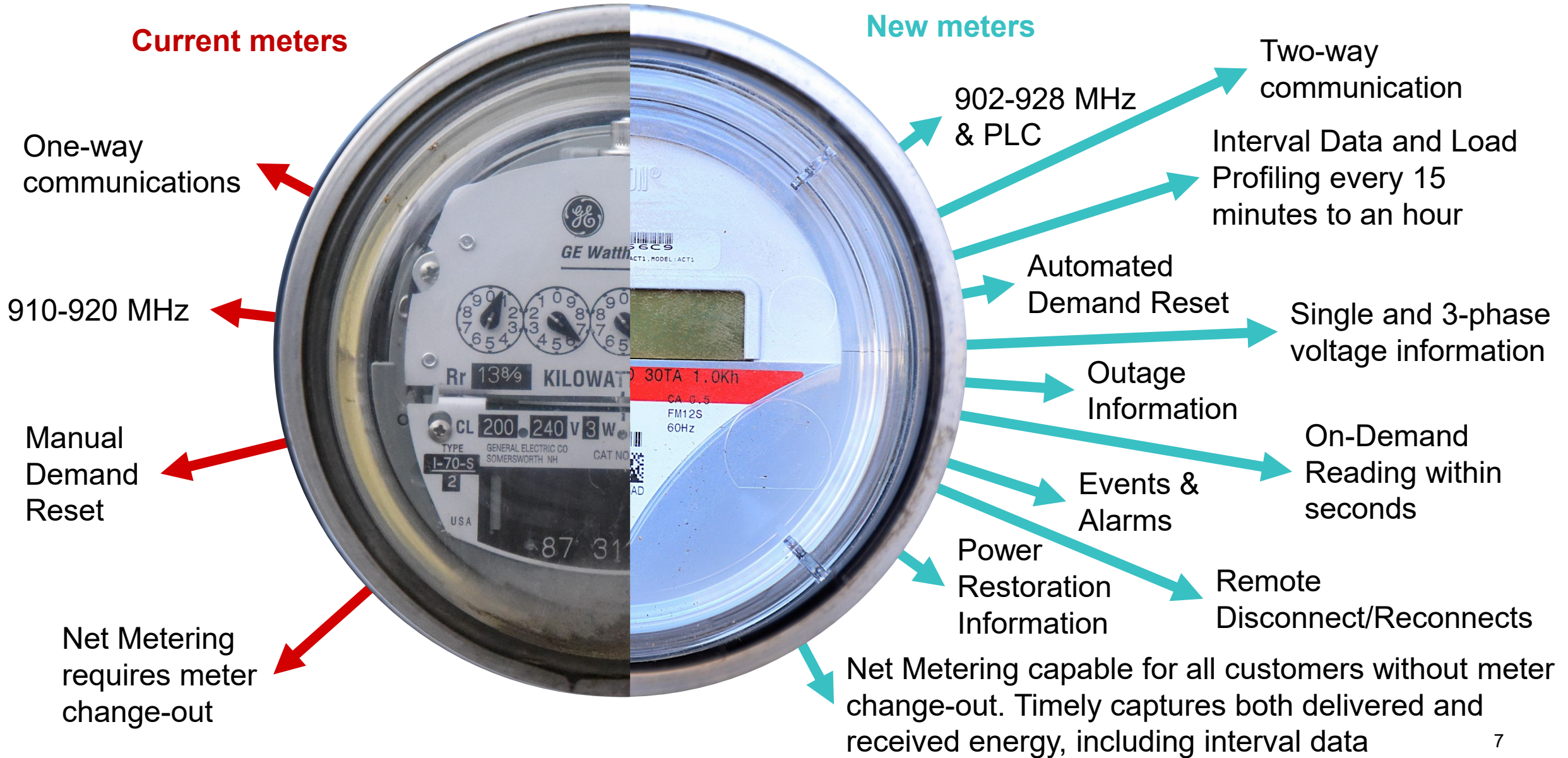


Community Benefits



- **Eliminate need for vehicle** with collector to drive past homes and businesses
- New meters will be the **backbone of future customer services**

What is possible with the new meters and upgraded technology?



Future possibilities

Capabilities that new meters have over the current meters:



**Time of use
metering**



**Prepaid
metering**



**Home area
network**



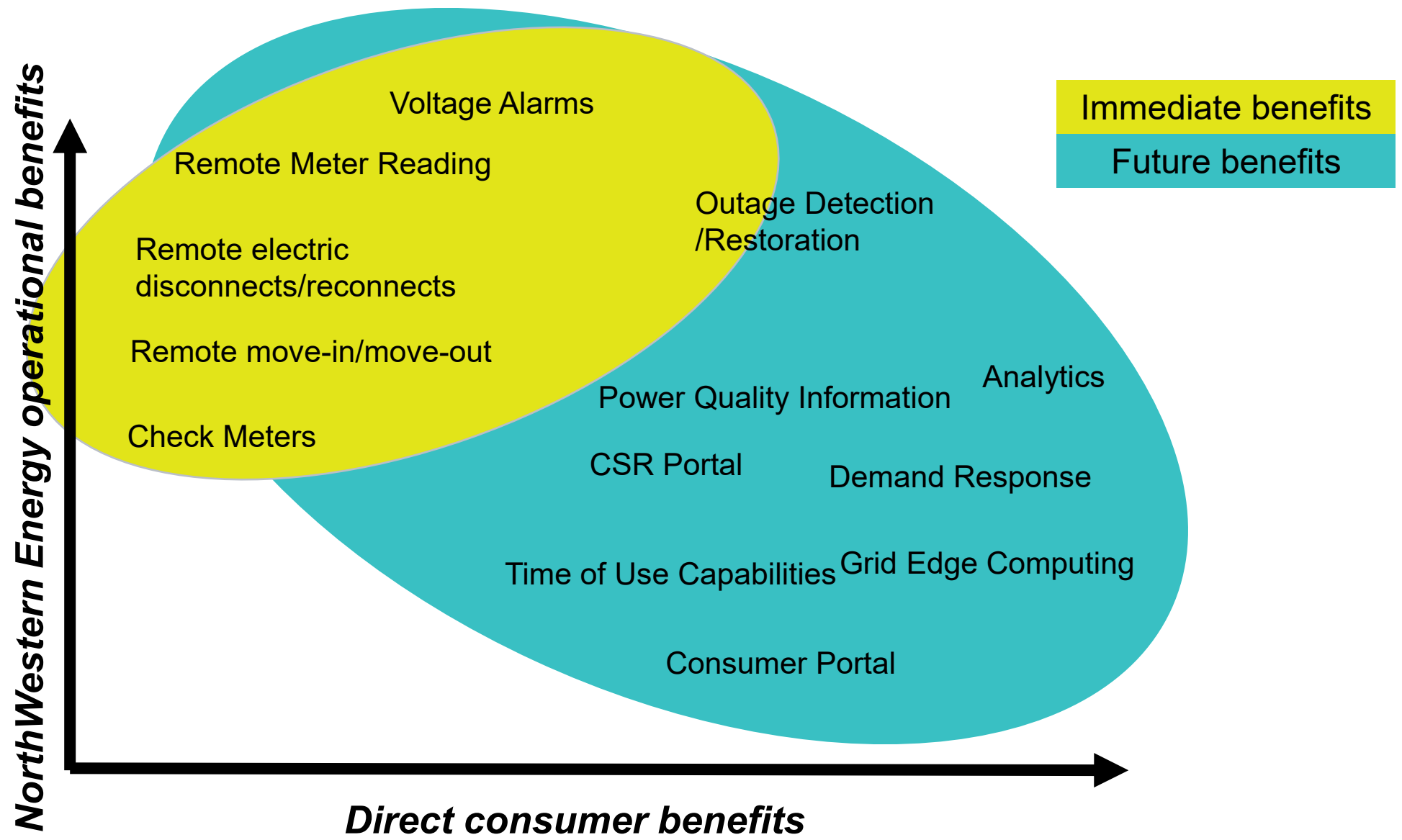
**Demand
response**



**Streetlight
controls**

Montana Public Service Commission action required to implement future possibilities

Immediate and future benefits



Working with Missoula on community goals



Two-way communication with meters opens door for **new energy products**

- Demand response
- Time of use rates
- Analytics

Good for the environment

- NorthWestern Energy will **recycle the electric meters and gas modules** in use now when new meters and modules are installed
- NorthWestern Energy vehicles will **drive less miles**



Good for customers



- These meters and the data produced are the foundations for a **new world of energy possibilities**.
- In the future, NorthWestern Energy customers may be able to **CHOOSE** to participate in new programs, rates and services to save money on energy bill while also conserving energy.



Thank you

