



Check your meter mast and base after storms

Heavy windstorms can damage the meter bases and masts on customers' homes and buildings.

If a customer's meter base is damaged, the property owner needs to contact an electrician to make repairs before service can be restored. Even if you can clearly see where a meter base or meter mast is damaged, never attempt to make a repair on your own. Up to 240

volts of electricity in a service line could cause severe injury and could start a fire. Repairs can only be made by a licensed electrician.

Energy Share is available for qualifying customers with energy emergencies that may need financial assistance. Customers should contact their local HRDC office for more information. Learn more at energysharemt.com.



Thank you to our 2024 summer interns!

Each year, NorthWestern Energy welcomes a new group of interns for the summer. This summer saw the largest number of interns since the program relaunch in 2015. We were honored to have 23 interns join our team and have the unique opportunity to learn the behind-the-scenes of working in the utility industry.

Our interns work in various departments throughout the company, including law, communications, technology, and various branches of engineering. Each intern works on at least one meaningful project during the summer. Some projects this year included studying the safety of confined spaces at our hydro facilities, updating emergency response plans, and designing a battery rack at a hydro facility.

Learn more about our 2024 interns at NorthWesternEnergy.com/internships. We'll post our 2025 internship opportunities early next year.

Use caution around overhead power lines

When working on ladders or anywhere near overhead power lines, always be aware of where lines are located and keep your distance. Keep yourself, your ladder and any other equipment more than 10 feet from overhead power lines. Contact with power lines can result in serious injury or even death.

If equipment comes into contact with a power line, do not attempt to remove it. Call 911.

We're Here to Help

If you're concerned about paying your bill, reach out to us right away. We have billing and payment options that can help. We can also help determine if you qualify for assistance from various government and nonprofit programs. NorthWestern Energy customers who qualify for LIHEAP will be eligible for electric and natural gas bill discount and free weatherization.

- **Low Income Home Energy Assistance Programs (LIHEAP)** – The federally funded LIHEAP is available to customers who may not otherwise be able to afford to heat their homes or apartments during the winter.

Each year, Oct. 1 through April 30, customers may apply for LIHEAP through their local Human Resource Development Council (HRDC) office. Learn more at dphhs.mt.gov/hcsd/energyassistance.

- **NorthWestern Energy Bill Discount** – NorthWestern Energy offers a bill discount to income-qualified customers. If you qualify for LIHEAP, you will receive, in addition to the LIHEAP payment, the following NorthWestern Energy discount on your monthly electric and/or natural gas bill:

- Electric bill discount
 - November- April: 25% discount
 - May- October: 15% discount
- Natural gas bill discount
 - November-April: 30% discount

- **Weatherization Assistance Program** – The home you rent or own can be weatherized at no cost to you when you meet the LIHEAP or Weatherization eligibility requirements. Weatherization of homes is prioritized according to income and energy burden/usage. Call your local HRDC office for more details.

- **Energy Share of Montana** – Energy Share helps people who are facing loss of heat or lights in their home due to reasons beyond their control, and they have no resources to pay their bill. Applications can be obtained through your local HRDC office. Income is taken into consideration but is not restricted to the Federal Income Guidelines. Learn more at energysharemt.com or call 888-779-7589