



Tiffany Roesti started her career at NorthWestern Energy 26 years ago, working as a temporary customer service representative when she graduated college. Since then, she has bounced around the company in several different training positions until becoming Supervisor of Training & Quality Assurance 10 years ago.

With a bachelor's degree in elementary education and a master's degree in technology in education, Tiffany effectively trains new and experienced customer service representatives, blending education and real-world experience. Overseeing a team of four, she ensures high standards of service are upheld.

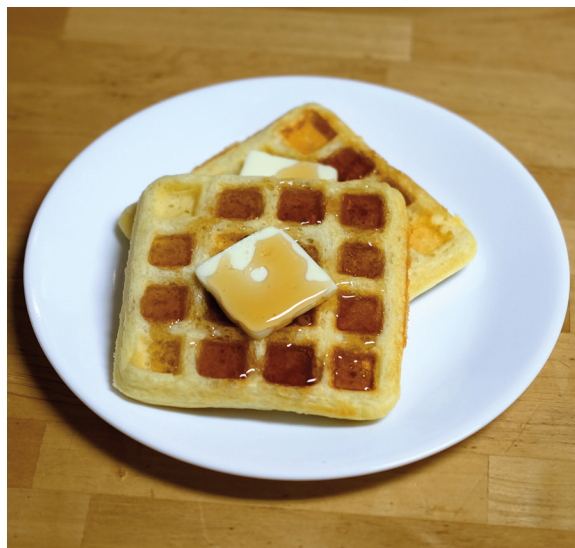
Tiffany is a Butte native with two boys that attend Montana Technological University. She is also a second-generation utility employee, as her father retired from NorthWestern Energy.

At home, Tiffany keeps family traditions, including "Nana's Waffles," a recipe for American (not to be confused with Belgian) waffles passed down from her great grandmother. Though her grandmother never made them for Tiffany herself, her mother did frequently.

"I remember growing up, the waffle iron my mom had always used was falling apart," Tiffany said. "It was well used and loved."

Tiffany's mom bought her and her brother waffle irons for Christmas one year, and Tiffany still uses the same one, more than 20 years later.

Typically, Tiffany tries to cook healthy, gluten-free foods, the exception being her waffles and pizza on Fridays. Tiffany loves to try new recipes, but sometimes, it's nice to cook what is easy and known.



Nana's Waffles

"I love this recipe because it is so simple, and that you typically have every ingredient in your house," Tiffany said. "I can make them anytime — we have waffles for breakfast, or sometimes even dinner!"

While Belgian waffles are known for being fluffy and crispy, American waffles are denser and thinner with small pockets that are ideal for holding syrup. For best results, use a waffle iron that produces these thinner-style waffles.

INGREDIENTS:

- 2 cups milk
- 2 eggs
- 2 cups flour
- 4 teaspoons baking powder
- ½ teaspoon salt
- 6 tablespoons melted butter

DIRECTIONS:

- 1 Mix milk and eggs with a whisk.
- 2 Add dry ingredients and mix well but don't over mix (mix by hand, not with mixer).
- 3 Add melted butter.
- 4 Cook in waffle iron and enjoy!

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We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karenic.

ပညာတော်အသုံးအဆောင်များကို ကျွန်ုပ်တို့၏ ဝန်ထမ်းများသည် နေရာအနှံ့အပြားတွင် အသုံးပြုနိုင်စေရန် အားထုတ်ဆောင်ရွက်ခဲ့ပါသည်။ ၎င်းတို့သည် အချို့သော နေရာများတွင် အသုံးပြုနိုင်စေရန် အားထုတ်ဆောင်ရွက်ခဲ့ပါသည်။

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Energy Connections

Customer Bill Insert
Montana | January 2025

In this issue: Understanding your energy bill | Oliver the Osprey Book | Nana's waffle recipe



Bright ideas to save

Know what you use

Start the year off right by keeping track of your energy usage from month to month. It's easy to do with My Energy Account.

Understanding your energy bill

Maintaining the value and usefulness of your home is important to you. Similarly, we are committed to ensuring our system meets your growing energy needs. Every year, we invest millions of dollars into our system to provide you with safe and reliable service, both now and in the future. We strive to keep costs as low as possible while ensuring that your lights and heat come on when you need them.

Your energy bill includes several rates for the different costs to provide you with reliable, safe service. These rates change at different times and a few changes occurred recently.

Supply Service

This is the cost of energy you use.

- Natural gas supply rates generally adjust monthly.
- Electric supply rates generally adjust every three months, in January, April, July and October.

Delivery Service

This is the cost to deliver energy service to your home or business. Adjustments to the Delivery Service rate require a regulatory rate review by the Montana Public Service Commission. NorthWestern Energy applied for this review of

electric and natural gas delivery service rates last year, and a public hearing will be held this spring.

In November, the Montana Public Service Commission approved interim rates in NorthWestern Energy's regulatory rate review that began on Dec. 1, 2024. Interim rates allow regulated energy companies to start recovering investments already made to deliver safe, reliable energy to customers while the regulatory rate review process is ongoing. If their final decision results in rates lower than the interim rates, customers will be refunded with interest.

State & Local Taxes

This is the cost of the property taxes paid by NorthWestern Energy to the state of Montana, a flow through cost to our customers. The rate to collect the cost for property taxes adjusts annually each January.

Take control of your energy bill

We offer several programs to help you save energy and money. We have energy efficiency tips, Home EnergyChecks, energy-saving rebates and more. WE can also help you determine if you qualify for energy assistance programs. Learn more at NorthWesternEnergy.com/waystosave or give us a call at 888-467-2669.

New communication system will enhance customer service

NorthWestern Energy recently implemented new, communication system technology with new features to enhance customer service.

The new technology leverages real-time data and other features that improve response time to customer calls and emails. New features provide more information to crews, dispatchers and support personnel, which assists in restoring service as quickly as possible when outages occur.

The new technology, which replaces a platform that was near the end of its useful life, gets customers the information they want faster, whether they call to talk to a customer representative, use the automated system to report an outage or check on an account, or email NorthWestern Energy.

We're introducing fresh channels for staying connected



We heard you when you asked for better outage and bill communications, and we listened! We will soon roll out new ways to be notified about outages, bills, payments and more.

For now, make sure your contact information in My Energy Account is up to date. If you don't have My Energy Account, sign up today! It's free and easy!

Visit NorthWesternEnergy.com and click "My Energy Login" to login or register.

Stay tuned for future announcements!

Bright magazine

The latest issue of Bright magazine is now available. The 2024 Environment issue of Bright is packed with exciting stories about NorthWestern Energy's awesome environmental projects and community efforts.



Check it out at NorthWesternEnergy.com/Bright



Free children's book about ospreys

Meet Oliver, an osprey who hatched in a nest on a specially designed platform installed by NorthWestern Energy along the beautiful shores of the Missouri River in Montana. In the newly released children's book, 'Oliver the Osprey', Oliver takes young readers on an exciting, fact-filled journey about the history and conservation of this majestic bird of prey.

Written and illustrated by NorthWestern Energy Content Development Specialist Erin Madison, NorthWestern is offering these books, free of charge, at our walk-in offices. Or, read it online at NorthWesternEnergy.com/OliverTheOsprey.

Your energy bill includes several rates for the different costs to provide you with reliable, safe service. These rates change at different times.

Here is a general look at your energy dollar in December 2024.

Based on residential electric and natural gas rates.

