



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.

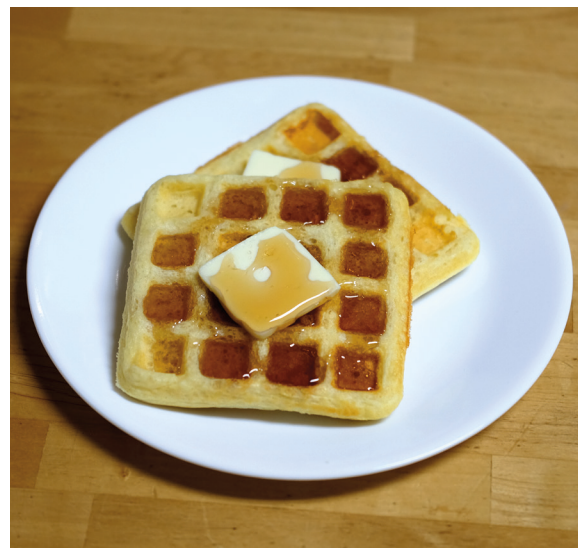
Tiffany is a Butte native with two boys that attend Montana Technological University. She is also a second-generation utility employee, as her father retired from NorthWestern Energy.

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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Energy Connections

Customer Bill Insert
 South Dakota/Nebraska | January 2025

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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.

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!



Keep your gas meter clear of snow and ice

Just like scraping off your car or shoveling your sidewalks, it's important to take care of your gas meter after it snows. Remember:

- Allowing snow and ice to build up on your natural gas meter, or fall from the roof above your meter, can lead to dangerous damages.
- Your natural gas meter's regulator vent must always be clear so the flow of natural gas into the home can be regulated properly.
- Allowing a large amount of snow to pile up on a meter can lead to pipes breaking, causing dangerous gas leaks.
- After every snow, be sure to clear off your gas meter gently using your hands or a broom. Never use a shovel on the meter. Also, take a walk around your property and ensure all vents are clear of snow or ice and that there is a path to your gas and electric meter in case we need to access them in an emergency.
- If you rely on a snow removal company to clear your property, be sure they are also safely clearing snow and ice from your meter, and a path to your meter. If you have a seasonal property or are away on vacation, ask someone to check your natural gas meter and vents, especially after a significant storm.

Take control of your energy dollar with energy efficiency



The cheapest kilowatt hour is the one you don't use. Even something as simple as an LED lightbulb, or a low-flow shower head, or faucet aerator, will help you decrease your energy use which ultimately decreases your energy bill.

Learn more at NorthWesternEnergy.com/save.

Plow with caution

Be careful while plowing to steer clear of utility equipment. Be sure to avoid meters and transformers (the large green boxes often located near walkways). Even minor contact with the transformer's metal enclosure could cause damage to the conductors inside. If you hit the equipment, please report it to NorthWestern Energy right away.

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



Stay safe during a power outage

Winter storms, ice and wind can cause unexpected outages. Here are some important tips to help you and your family during an outage:

- Check fuses or circuit breakers to rule out problems with electricity inside your home. If a fuse is blown, replace it with the appropriate fuse. If a breaker has tripped, reset it from off to on. If you are unsure about fixing a fuse or circuit breaker, call an electrician.
- If you see a downed or damaged power line, keep your distance and call 911 immediately. Never touch a power line or any object, including trees, that is in contact with a line.
- Check our online outage map. Find the most up-to-date outage information on our online outage map at NorthWesternEnergy.com/outages.
- Do not open freezers or refrigerators more than necessary. A refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.

For more information about safety during outages, please visit NorthWesternEnergy.com/outagesafety.