



Almost 25 years ago, after graduating from Montana Tech with a degree in safety, Tony F. applied for a job in our dispatch center.

“I did not get the job,” Tony said. “But about a week later, I got a call asking if I wanted a job as a CSR.”

Tony took the position as a customer service representative in our call center, seeing it as a foot in the door with the company. He planned to move to the safety department as soon as he got the chance. Instead, 25 years later, Tony is still with NorthWestern Energy working in customer care. It wasn't that he never had opportunities to move into safety, but he found his niche working in our credit group. Tony now serves as supervisor of credit, collections and remittance.

Tony's favorite thing about his job is being able to help our customers. Tony's department is in charge of disconnecting customers who aren't paying their bills, but his focus is on helping customers so they don't ever get to that point.

“The last thing we want to do is disconnect a service,” he said. “We help more customers than we disconnect.”

Tony's group helps educate customers about energy assistance programs and gets them in touch with the agencies that run those programs. Customers in Montana, who qualify based on income, also receive a discount from NorthWestern Energy.

Another way Tony helps customers is by serving on the board of Energy Share Montana, another organization that can help people who are struggling to pay their power bill. He's been on the board for 10 years and just finished his term as president. He has also served as vice president and secretary for the organization. NorthWestern Energy contributes funds to the program and often has programs to match donations made by individual employees.



Poppy seed chicken is a favorite dinner at Tony's house. His wife got the recipe from a co-worker years ago, and they've been making it ever since. It makes for a quick, easy and delicious dinner.

## Poppy seed chicken

### Ingredients

- 2 lb. chicken breast
- 8 oz. sour cream
- 1 10.5-oz can cream of chicken soup
- 1 stick butter
- 1 ½ cups Ritz crackers (crumbled)
- 1 heaping tsp. poppy seeds

### DIRECTIONS

- 1 Stew chicken until tender. Cut into small pieces and place in a baking dish.
- 2 Mix sour cream and soup well and pour over chicken.
- 3 Melt butter and mix with Ritz cracker crumbs and poppy seeds and spread over top.
- 4 Bake (uncovered) at 350 degrees for 30 minutes.

## CONTACT US

**MONTANA**  
 Customer Contact Center 888-467-2669  
 7 a.m. - 6 p.m. M-F  
 Emergency 24/7 Service  
 Call Before You Dig 811  
 Energy Efficiency 800-823-5995

**NEBRASKA**  
 Customer Contact Center 800-245-6977  
 7 a.m. - 6 p.m. M-F  
 Emergency 24/7 Service  
 Call Before You Dig 811

**SOUTH DAKOTA**  
 Customer Contact Center 800-245-6977  
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 1-83-FOR-BUILD (1-833-672-8453)

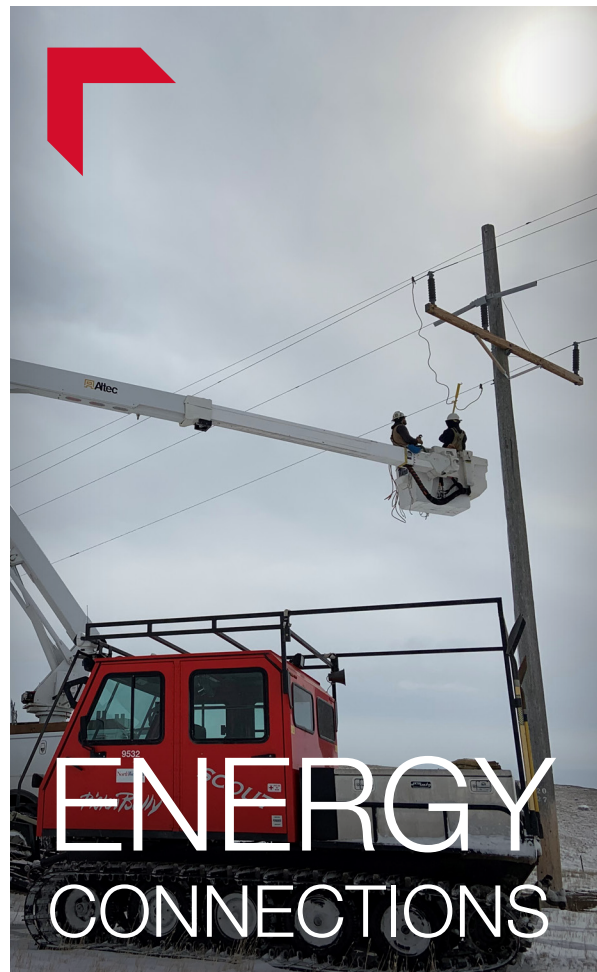


We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karen.

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 karen.

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## LOOK INSIDE FOR INFORMATION ON:

- How to safely use a generator
- Carbon monoxide safety
- Tips for staying safe during an outage
- Stay away from downed power lines
- Employee feature
- Poppy seed chicken recipe



## How to safely use a generator

Portable generators can be useful during a power outage. However, it's crucial that they are used safely. Please keep the following safety tips in mind when considering using a portable generator:

- Have a licensed electrician perform the wiring needed to connect the generator to your internal electric circuits. This typically will include installation of a “switch” or control feature that will accommodate disconnecting your residence (electrically) from the NorthWestern Energy distribution system while your generator is in use.
- Proper installation will protect your internal wiring, the generator, and provide the safest environment for all involved, including linemen working to restore power during an outage.
- Do not connect the output of your generator directly to your house wiring or service panel! This can create electrical back feed to the NorthWestern Energy distribution system and put field service crews in jeopardy of receiving severe or fatal electric shocks.
- Read and understand the manufacturer's instructions very carefully before connecting the generator to any electrical circuits.
- Plug electrical appliances into the generator using a heavy-duty extension cord.
- Never run a generator inside your home or an enclosed area. When used in confined spaces, portable generators can produce high levels of carbon monoxide (CO) within minutes.

## Protect your family from dangerous CO

Carbon monoxide, or CO, is invisible and odorless, but it can also be deadly. Each year, more than 400 Americans die from unintentional CO poisoning not linked to fires, more than 20,000 visit the emergency room, and more than 4,000 are hospitalized, according to the Centers for Disease Control and Prevention. That's why it's important to take steps to protect yourself and your family against CO poisoning.

Install and maintain CO alarms inside your home, in a central location outside separate sleeping areas and on every level of your home, to provide early warning of carbon monoxide.

Many smoke alarms also function as carbon monoxide detectors, and different beeps can mean different things with these combo alarms. If your detector is low on battery, you will likely hear a short chirp every minute. To warn of dangerous CO levels, most detectors will beep four or five times in a row every several seconds. If your alarm goes off, get out of your house quickly and call 911. If you're not sure whether the alarm is beeping due to a low battery or a CO emergency, err on the side of caution and leave the premise.

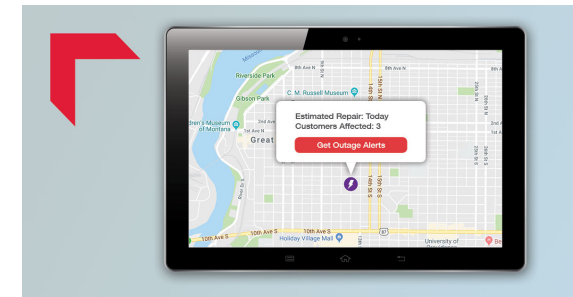


## Tips for staying safe during a power outage

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.
- Check social media and our online outage map. If an outage is widespread, NorthWestern Energy will post updates on our Facebook and Twitter pages. You can also get up-to-date outage information from our online outage map at [northwesternenergy.com/outage](http://northwesternenergy.com/outage).
- Turn off all but one light, so you will notice when we have restored your electricity.
- Unplug computers, chargers, TVs, VCRs and other sensitive appliances to avoid possible damage when electricity is restored.
- When power resumes, reset clocks and check automatic alarms and timers. Plug in only essential items. Wait 10 minutes before connecting the remainder of your items to let the electrical system stabilize.
- Use a flashlight. Avoid candles because of the fire risk.

For more information about safety during outages, please visit [NorthWesternEnergy.com/safety/outagesafety](http://NorthWesternEnergy.com/safety/outagesafety)



## Up-to-date outage information is online

Our crews respond quickly to power outages. You can track outages – and report them, too – with our online outage map. See this powerful tool and stay out of the dark. [NorthWesternEnergy.com/outage](http://NorthWesternEnergy.com/outage)



## Stay away from downed power lines

Strong winds, ice and heavy snow can lead to downed power lines. 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. Remember:

- Keep people, equipment and objects at least 10 feet away from power lines.
- Never attempt to remove a fallen tree or branch from a power line. You could be seriously injured or killed.
- If a tree or branch does come in contact with a power line, keep yourself and others away from the tree and contact your utility company.