When NorthWestern Energy installs a new natural gas pipeline or electric line, we may need to acquire a right of way across private or public property. That's where Dylan S. comes in. Dylan is NorthWestern Energy's Real Estate Representative for both the Butte and Bozeman Divisions.

"I acquire the rights to use other people's land for electric and gas operations," Dylan explained.

Dylan has been with NorthWestern for more than eight years. After graduating from college with a business management degree with a concentration in energy management, Dylan got a job in Havre, Montana, as a landman with NorthWestern. In that position, he worked mainly on oil and gas rights.

About four years ago, Dylan moved to Butte, Montana, for his current position. Dylan is also a member of the International Right of Way Association, and is the treasurer and education coordinator for the state chapter.

Dylan's favorite thing about working at NorthWestern is his coworkers.

"We definitely have a lot of good people who work here," Dylan said. "I work with basically every single department, so I get to meet people across the entire company."

Dylan grew up in Colorado, and when he moved to Montana eight years ago, he had no idea how to cook. He asked his mom for the recipes for some of his favorite dishes and taught himself kitchen skills. Cheeseburger eggrolls was one of the recipes his mom shared.

"It is very easy but very good too," Dylan said.

Cheeseburger Egg Rolls

INGREDIENTS:

- 1 pound ground beef
- 1 onion, chopped
- 1 cup chopped dill pickles
- 1 cup shredded cheese
- 1 tablespoon yellow mustard
- 1 (16 ounce) package egg roll wrappers
- 1 cup vegetable oil for frying

Note: There are a bunch of variations of ingredients that can be used to emulate your favorite kind of burger. Try bacon, green chili, blackened seasoning and blue cheese crumbles, tomatoes, mushrooms (I prefer sautéed) and Swiss cheese, or jalapenos and pepper jack cheese.

DIRECTIONS:

1. Place the ground beef and onion in a skillet over medium heat. Cook and stir for about 10 minutes, breaking up the beef into crumbles as it cooks. Drain the meat and transfer to a bowl. Stir in the chopped pickles, shredded cheese and mustard, and mix together well.

2. Line a baking sheet with parchment paper. Place a bowl of water next to your work surface. Remove an egg roll wrapper from the stack, and cover the remaining wrappers with a damp paper towel to prevent them from drying out.

3. Place the wrapper on the work surface with a corner facing toward you. Place about ¼ cup of filling on the wrapper, and fold the top corner down over the filling. Tightly roll the wrapper into a cylinder, tucking in the corners as you roll, until the wrapper completely encloses the filling. Moisten the last corner with a little water, and finish wrapping so the moistened corner tightly seals to the egg roll, and there are no gaps to let the filling leak out. Place filled egg rolls on the parchment-lined baking sheet, covered with a slightly damp paper towel, while you finish making the egg rolls.

4. Heat the oil in a deep saucepan or deep fryer to 365 degrees F. Carefully place 2 or 3 egg rolls at a time into the hot oil, and fry for about 4 or 5 minutes, turning the egg rolls over once, until golden brown. Remove the egg rolls with tongs, and drain on paper towels.

5. You can use your favorite condiments to dip them in, such as ketchup, mayo/ketchup mix, mustard/ketchup mix, A1 Sauce, barbecue sauce, ranch dressing or thousand island dressing.

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
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811

PAYMENT

Paymentus Automated
Phone Payment Option:
(via checking, savings, credit or debit card)

English:	833-970-2262
Spanish:	833-970-2263

CONSTRUCTION CENTER

1-83-FOR-BUILD (1-833-672-8453)

NorthWesternEnergy.com

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 karen.

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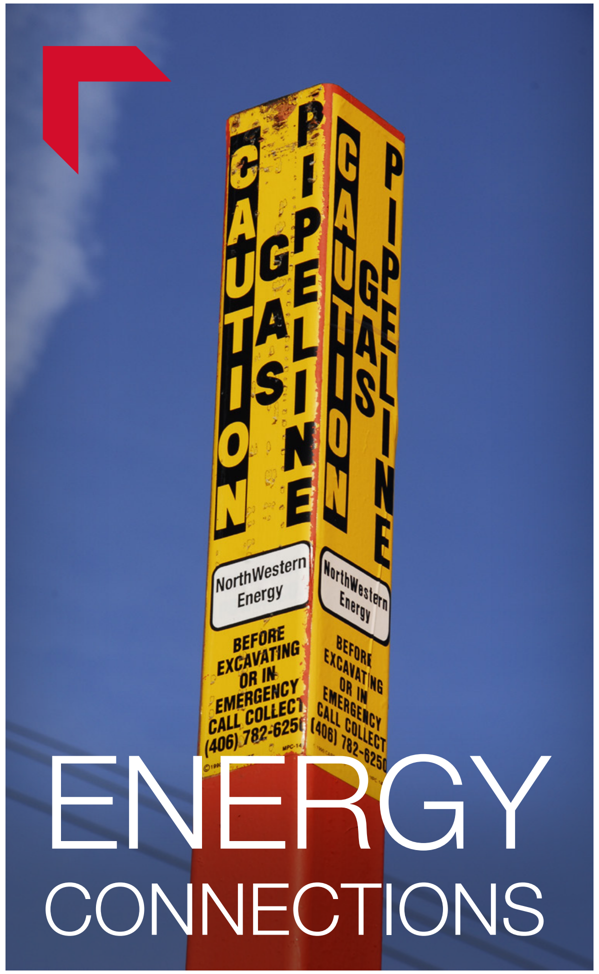

ENERGY CONNECTIONS

LOOK INSIDE FOR INFORMATION ON:

- Pipeline safety
- Pipeline inspections
- From the mailbag
- Cheeseburger Egg Roll Recipe

SOUTH DAKOTA/NEBRASKA MARCH 2023

Understanding natural gas pipeline safety

Pipeline markers

Markers, placed at all public road and railroad crossings, show the approximate location of pipelines and identify the companies that operate them. These markers indicate the pipeline content, the name of the pipeline operator and the operator's emergency phone number.

Even if the pipeline is marked, you must call 811 to have utility lines marked before digging. The pipeline may not follow a straight course between markers. Call 811 at least three business days before beginning any digging project.

Pipeline monitoring

As a pipeline operator, we monitor the status of our pipelines seven days a week, 24 hours a day to ensure they are safe and secure. We use computers, alarms, meters and satellite technology to control and check our pipelines. The monitoring systems detect changes in pressure and flow and can activate warnings and safeguards if a leak is detected.

HCAs and IMPs

Federal pipeline safety regulations use the concept of High Consequence Areas, or HCAs, to identify specific locations and areas where an accidental release of natural gas could have the most significant adverse consequences. Once an HCA has been identified, operators devote additional focus to ensure the integrity of pipelines in that area. We have in place an Integrity Management Program, or IMP, that defines the steps and timelines for identifying HCAs, assessing the integrity of the pipelines and taking aggressive steps to mitigate the risks to people and property near HCAs.

Pipeline purpose and reliability

Pipelines are the safest way to transport energy products, including natural gas, crude oil and other fuels. The U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration (PHMSA) regulates pipelines with the help of state partners. According to government and industry statistics, the most common cause of pipeline incidents is improper or unauthorized digging near a pipeline, which is why it's important to call 811 at least two business days before any digging project. Pipeline operators carefully build, maintain and monitor the integrity and security of their lines.

Annual gas pipeline inspections underway

Every year, NorthWestern Energy does leak surveys on our natural gas system. This includes gas main lines, service lines and gas meters.

In coming months, you may see NorthWestern Energy crews working throughout neighborhoods using leak detection equipment. These handheld units can detect traces of natural gas, which allows us to find leaks and get them fixed right away.

The NorthWestern crews will need to access your property to inspect your natural gas meter. If they can't reach your meter due to a locked gate or an animal in your yard, they'll come to your door and ask for access. If they can't get a hold of someone in the house, they'll send someone back later, so we can be sure to get a full inspection of the natural gas system.

The hazards of a natural gas release

Natural gas is very safe. However, if a natural gas leak occurs, you need to be aware of the hazards. Natural gas is highly flammable and easily ignited by heat, sparks and static electricity. NorthWestern Energy makes it easy to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

- Leave the area immediately.
- Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.
- When at a safe distance, call 911 and NorthWestern Energy.

Natural gas is lighter than air and can migrate into enclosed spaces. If you smell natural gas, evacuate the area on foot and move upwind of the leak.

From the mailbag

Recently, a valued customer took the time to point out our January edition of Energy Connections included some corporate speak that probably doesn't mean much to our customers. Here's a little more information on what John T. does in his position as director of digital customer experience success.

Q: What is digital customer service success?

A: Digital customer service refers to a customer's perception of a company and its brand based upon customer interactions across digital platforms. Digital platforms can include social media, text, mobile apps, website, chat, email and more. As we move forward with bringing new technology into our processes and services, we're looking at how best to serve our customers in those digital platforms.

Q: Is a gas module the new name for a gas meter?

A: When we upgrade our electric meters, we're swapping out the existing meter with a new meter. With gas meters, the upgrade involves replacing a module that allows two-way communication between NorthWestern Energy and the gas meter. However, we aren't changing the gas meter itself.

Q: What are customers asking of the company?

A: According to our customer satisfaction surveys, customers want to be more informed of outages and estimated outage restoration times. In addition, they are asking the company to let them know when power has been restored. They also want to be able to access more information online. This may include being able to log in to a portal or app and see their energy use in a per-day or hourly perspective, or to set up alerts informing them of their energy usage.

Q: What is a strategic AMI vision and tactical deliveries?

A: Our new meters are a piece of advanced metering infrastructure, or AMI. These meters will allow us to offer many new services. We're currently undergoing a strategic process to decide what services to roll out. The tactical piece is prioritizing the services and deciding in what order to roll them out to best serve our customers.

We always appreciate hearing from our customers. Thank you!