



As a demand side management specialist, Shawn F.'s main focus at NorthWestern is on helping customers reduce their energy use.

Shawn runs our Renewable Energy Program for commercial customers. This program offers funds for nonprofits, school districts, churches and municipal governments to install solar panels or other renewable energy systems.

Shawn reviews applications, gets recommendations from outside stakeholders and then gives the awards.

"That's the fun part," Shawn said.

Shawn also works on other energy efficiency programs and studies new energy efficiency products and technology.

Shawn has deep roots with NorthWestern Energy. His dad worked for the company for 32 years, and his mom worked there too.

"My mom and dad met at the Montana Power Company," Shawn said. "The company has always been a really big part of my life."

Shawn has been with NorthWestern for three years.

"The utility industry is awesome," he said. "There's just so much to learn and it's so complex."

Lemon parmesan pasta with kale is a favorite at Shawn's house.

"It's really easy," he said. "It's one pot and one baking dish and it takes about 20 minutes."



## Lemon Parmesan Pasta with Kale

### INGREDIENTS

- 16 oz. dry pasta shells (medium size)
- 1 bunch of kale, about 8 cups, trimmed and chopped, stems removed
- 12 oz. cherry tomatoes, sliced in half
- 3 Tbsp. olive oil
- 1 large lemon, juiced
- ½ tsp. chili powder
- ½ cup or 5 oz Parmesan cheese
- ¾ cup breadcrumbs

### DIRECTIONS

- 1 Preheat oven to 350 degrees and bring a large pot of water to boil. Add the pasta and about ½ tsp salt to the water. Boil pasta for about 6 minutes.
- 2 While pasta is cooking, trim the kale and slice the tomatoes in half.
- 3 When pasta is not quite al dente, add the kale to the boiling water. Stir and boil another 3 minutes.
- 4 Drain the water. Transfer the pasta and kale back into the large pot.
- 5 Add the olive oil, tomatoes, lemon juice and chili powder. Stir.
- 6 Add parmesan and breadcrumbs and stir again.
- 7 Pour the contents of the pot into a 9x13-inch baking dish. Bake at 350 degrees for about 25 minutes, uncovered.

## 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](http://NorthWesternEnergy.com)    

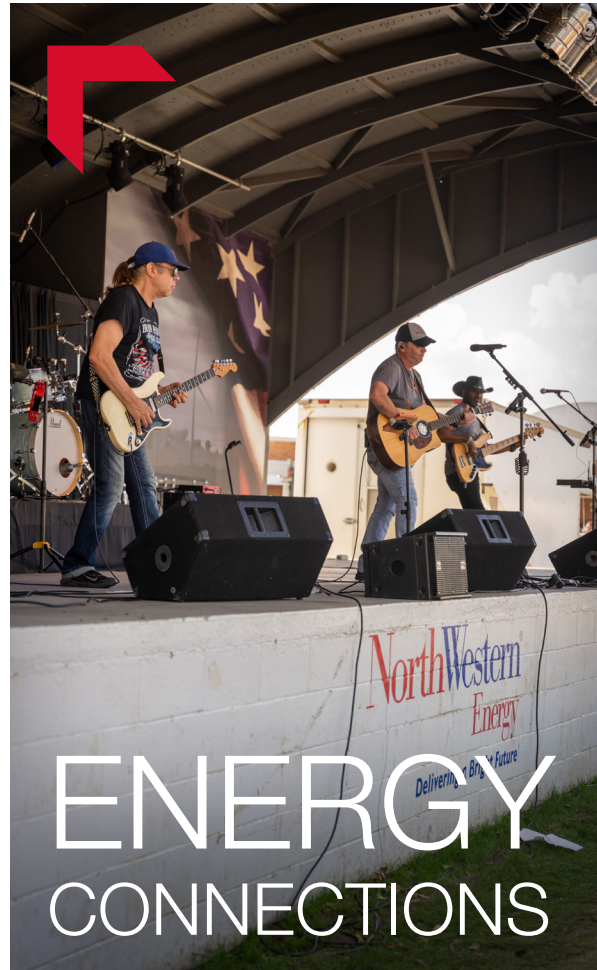
We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

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 karenic.

ပညာတော်အသုံးအဆောင်များကိုကောက်ချက်ချရာတွင်အထူးအားပေးဆောင်ရွက်ရန်အတွက်ကျေးဇူးတင်ဆက်တောင်းပေးလိုက်ပါသည်။ နောက်ထပ်မံအသေးစိတ်အချက်အလက်များအတွက်ကျေးဇူးတင်ဆက်တောင်းပေးပါ။

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## LOOK INSIDE FOR INFORMATION ON:

- Utility bill help
- Emergency rental and utility assistance
- Payment options
- South Dakota State Fair
- Employee feature
- Lemon parmesan pasta with kale



# NorthWestern Energy is here to help



Help is available to our customers who may be concerned about their ability to pay their utility bill. We encourage customers who are having a hard time paying their energy bills to get in touch with us as soon as possible. We will provide you with resources to see if you might qualify for assistance from various government and nonprofit programs.

## In South Dakota:

- **Low Income Energy Assistance Programs (LIEAP)** – These federal funds are available to those who may not otherwise be able to afford to heat their homes or apartments during the winter. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503.
- **Free Weatherization** – This program helps low-income households by making their homes more energy efficient. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503.
- **The Energy Crisis Intervention Program (ECIP)** – A household that has not received LIEAP assistance during the heating season may qualify for ECIP assistance during a crisis, such as having a shutoff or disconnection notice, or having an eviction notice for nonpayment if heat is included in the rent. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503.

## In Nebraska:

- **Low Income Home Energy Assistance Program (LIHEAP)** – This program helps low-income households with heating assistance, cooling assistance, year round crisis assistance, emergency furnace repair and replacement, fan program and weatherization services. Visit [dhhs.ne.gov/Pages/Energy-Assistance.aspx](http://dhhs.ne.gov/Pages/Energy-Assistance.aspx)
- **Economic Assistance** – The Department of Health and Human Services administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska. Visit [dhhs.ne.gov/pages/accessnebraska](http://dhhs.ne.gov/pages/accessnebraska)



## Emergency rental and utility assistance is available

### In South Dakota:

The South Dakota Housing Development Authority and partner agencies are working to assist South Dakotans who have been impacted by COVID-19. Funds are available for renters and homeowners.

The application process takes about 15 minutes. After submitting an application, your utility company, landlord or mortgage lender will be contacted for additional information.

Applications will be accepted through Sept. 1, 2022, or until funds no longer are available.

For more information, visit [www.sdhda.org/social-programs/cares-act-housing-assistance-program](http://www.sdhda.org/social-programs/cares-act-housing-assistance-program) or dial 2-1-1.

### In Nebraska:

Nebraska Emergency Rental Assistance (ERA) is available to renter households that are unable to pay past due and/or future rent and utilities due to the COVID-19 pandemic.

Nebraska will continue to operate the ERA Program until funding is no longer available from the U.S. Treasury, or until Sept. 30, 2022. Applications can only be submitted online. Paper-based applications are not accepted.

To learn more, visit: [coronavirus.nebraska.gov](http://coronavirus.nebraska.gov) or call 833-500-8810. Agents are available 8 a.m. - 5 p.m., Monday through Friday.

## We offer a variety of payment options

As a NorthWestern Energy customer, you have several payment options. Choose the option that is best for you!

- **One-time payment** – Make a one-time payment instantly online for free with your checking or savings account or with a credit or debit card for a \$1.99 processing fee.
- **EZ Pay** – Our EZ Pay program allows payments to be debited directly from your checking or savings account. Enroll in your My Energy Account.
- **Pay by phone** – Hear your account balance, due date and make a payment anytime by calling 833-970-2262 for English or 833-970-2263 for Spanish.
- **Pay by text** – Paying your energy bill can be as simple as sending a text when you sign up for our "Pay By Text" option, using your credit or debit card (\$1.99 processing fee). Log into My Energy Account to enroll.
- **Pay by mail** – Mail your check or money order to: NorthWestern Energy 11 E. Park St. Butte, MT 59701-1711
- **Pay in person** – To pay your bill in person, visit one of our walk-in customer service centers. You can also pay your bill at any Western Union location. For a list of our walk-in offices and hours, visit [NorthWesternEnergy.com/locations](http://NorthWesternEnergy.com/locations).
- **Payment arrangements** – We understand circumstances sometimes make it difficult to keep up with your bills. If you're having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection. For more information, login to My Energy Account or give us a call.
- **Budget Billing** – With Budget Billing, you pay the same amount each month. No surprises, just one easy payment amount to plan for. Call us to sign up.

For more information on payment options, visit [NorthWesternEnergy.com/paymybill](http://NorthWesternEnergy.com/paymybill).



## It was good to see you at the Fair!

We enjoyed visiting with many of our customers at the South Dakota State Fair. NorthWestern Energy is a longtime supporter of the South Dakota State Fair, and we're proud to sponsor the Warren Lotsberg NorthWestern Energy Freedom Stage.

Thanks to everyone who stopped by our booth to say, "hi!"