



Teresa V.'s mother had an excellent collection of recipes.

"My mom was just the best cook in the world," Teresa said. "She always had recipes that were really good and not too complicated."

This fudgy brownie recipe was one of many from her mother's collection.

"These brownies are so good and so easy to make," Teresa said. "All you have to do is cut them up and serve them."

Teresa has been with NorthWestern Energy for almost 43 years.

"Back in 1978, I applied for a teller's job," she said. "When I started, I was a junior teller."

She went on to become a bookkeeper and then moved into benefits. Teresa now works as a human resources specialist.

"I like my job and I enjoy working for NorthWestern," she said.

In her positions, Teresa meets with almost every new employee on their first day of work.

"I welcome them to NorthWestern Energy and try to make their first day go as smoothly as possible," she said.

In her four decades with the company, Teresa has been amazed by how nice all of her colleagues are and how NorthWestern is so supportive of the communities it serves.

"Individual employees are very generous whenever someone is in need, and NorthWestern is so supportive of the communities we serve," she said.



Teresa's Fudgy Brownies

INGREDIENTS

- 1 cup butter or margarine
- 2 oz unsweetened chocolate
- 2 cups sugar
- 4 eggs
- 1 cup all-purpose flour
- 1 teaspoon vanilla extract
- ½ teaspoon salt
- 1 cup coarsely chopped nuts

DIRECTIONS

- 1 Preheat oven to 350 degrees. Grease 13-by-9-inch baking pan.
- 2 In a 3-quart saucepan over very low heat, melt butter and chocolate, stirring the mixture constantly.
- 3 Remove pan from heat and, with a spoon, stir the sugar into the chocolate. Allow the mixture to cool slightly.
- 4 Add eggs, one at a time. Beat until well blended after the addition of each egg. Add flour, vanilla and salt to the mixture and stir in well. Add the chopped nuts to the mixture, stir to blend.
- 5 Pour mixture into greased baking pan. Bake for 30 to 35 minutes. Cool in pan on wire rack. Cut brownies into pieces and serve.

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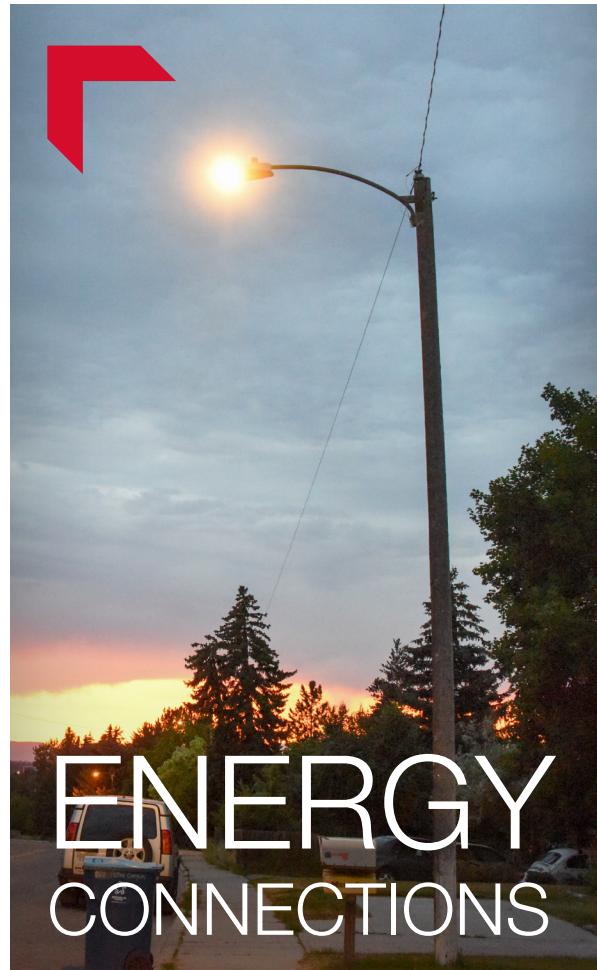


We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

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.

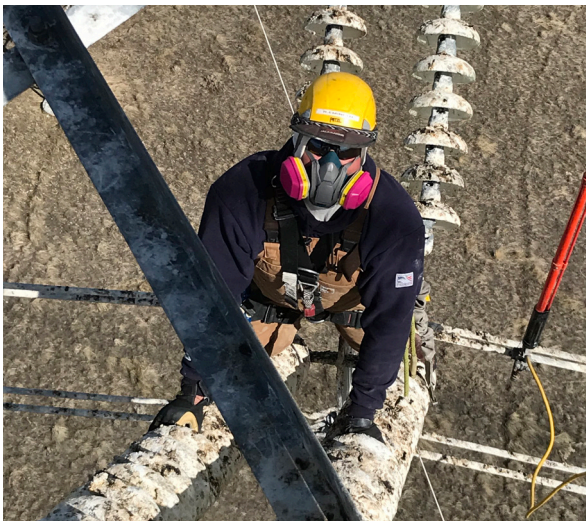
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LOOK INSIDE FOR INFORMATION ON:

- Solving an outage mystery
- Walk-in offices remain closed
- Electric vehicles and charging stations
- Helping our communities
- LED streetlights
- Brownie recipe



Solving a power outage mystery

In the July 2019 edition of Energy Connections, we told you about outages on our 500-kilovolt lines caused by large groups of ravens roosting on the line's towers and leaving their droppings on the insulators.

Two NorthWestern Energy employees who have worked to successfully mitigate this problem recently published a paper in the scientific journal Human-Wildlife Interactions documenting the problems and the solutions they discovered.

Since the winter of 2016/2017 when the outages started to become problematic, Jim L., NorthWestern Energy's advisor for the 500kV electric transmission operations, and Marco R., NorthWestern bird biologist, who jointly published the paper titled "The emerging conflict of common ravens roosting on electric power transmission line towers in Montana, USA," found three successful solutions to the raven-caused outages: perch deterrents, periodic washing of insulators and silicon-coated insulators.

While raven populations continue to grow, outages on the 500kV lines have started to decline thanks to these mitigation efforts. Jim and Marco hope the paper they published can help other utilities that are dealing with similar problems.

To read the entire paper, visit <https://digitalcommons.usu.edu/hwi/vol14/iss3/>

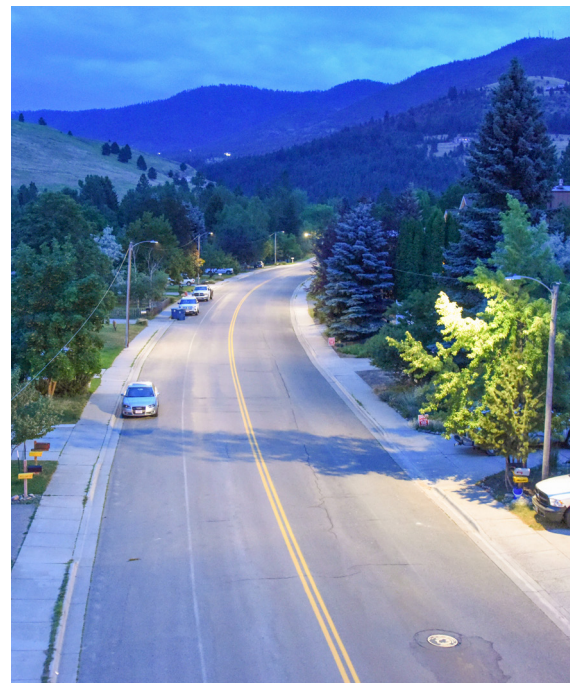
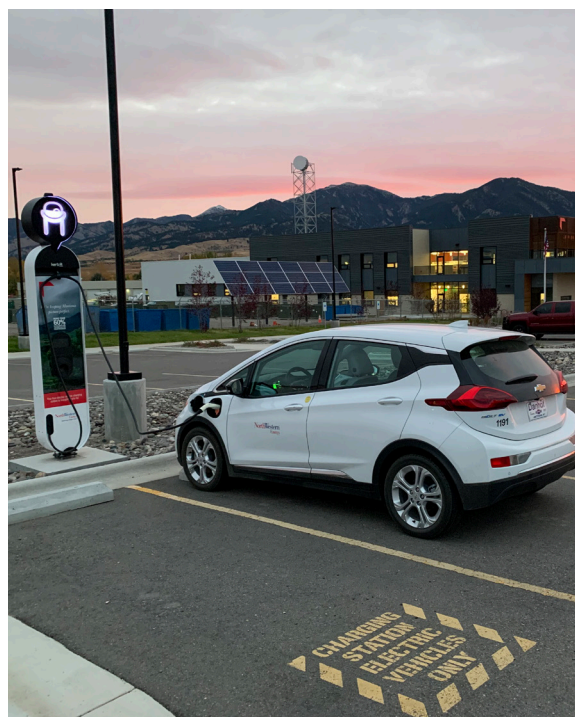
Electric vehicles and charging stations coming soon

NorthWestern Energy is adding electric vehicles to our fleet and electric vehicle charging stations across our service territory.

By 2030, we are committed to replacing:

- 30% of our production light-duty class vehicles (cars through half-ton trucks) with electric alternatives. This will include replacing approximately 100 vehicles with battery electric vehicles and plug-in electric hybrids.
- 20% of new medium/heavy duty vehicles.
- 30% of new bucket trucks.
- 100% of new forklifts with electric alternatives.

We're also working to install electric vehicle charging stations along the I-90 and I-15 corridors as well as Highway 93 in Montana, with plans to eventually have charging stations throughout our service territory.



Communities have new LED streetlights

NorthWestern Energy is about half way through a four-year project to replace existing streetlights and yard lights in communities across our Montana service territory with energy-efficient LEDs (light-emitting diode). About 43,000 NorthWestern-owned streetlights and 30,000 yard lights will be replaced by the end of 2022.

Wherever possible and in the vast majority of installations, we are using lights that are dark-skies compliant. They also meet any local lighting ordinances.

LED lights offer numerous benefits over the older high pressure sodium (HPS) lights.

- LEDs use 50% less electricity than HPS lights.
- Through smart technology additions, one day we could dim streetlights when no one is in the area, since the LEDs have dimming capability.
- LEDs last longer and need to be replaced less often than HPS streetlights.
- The new lights provide increased safety at night through greater visibility and fewer streetlight outages.

Our walk-in offices remain closed for now

Due to COVID-19 precautions, our walk-in customer service centers remain closed.

NorthWestern Energy is a critical service provider and the health and safety of our employees who deliver safe, reliable energy to the communities we serve is our priority. Our walk-in offices are located in buildings where our line crews, supply teams and other mission-critical workers are based.

Our offices will re-open as soon as we can do so safely. In the meantime, our customer service associates are ready to help, over the phone or by email (contactcenter@northwestern.com). The payment drop boxes at our walk-in offices are checked daily, and can still be used to pay your bill with a check or money order (no cash, please).



Committed to helping our communities

In 2020, NorthWestern Energy donated \$400,000 to help overcome the impacts of COVID-19. Those donations were in addition to our annual giving, which typically totals around \$2 million in charitable donations.

It's important to us to give back to the communities we serve, and our charitable contributions will continue in 2021 and beyond. We provide year-round support for qualified 501(c)(3) and 170(c)(2) non-profit organizations that directly serve our communities. To review qualifications and submit a grant request, visit contactus.northwesternenergy.com/CharitableGrantApp.