



As a customer associate, Melinda L.'s main focus is NorthWestern Energy's customers.

"My favorite part of my job is definitely the customers and interacting with them," Melinda said.

Melinda has been with NorthWestern Energy for three years and works in the Kearney, Neb. office. While most of her co-workers have been working from home during the pandemic, Melinda continues to work in the office, checking the drop box, posting payments, making calls to customers and creating service orders. It's been hard not seeing customers in person, but she's made an effort to keep in touch while the office has been closed. She keeps a list of customers' birthdays and sends out postcards.

"I try to go above and beyond with customer service," Melinda said.

Melinda's porcupine meatballs were a favorite meal when she was a kid.

"I grew up eating them," she said.

Now her kids have grown up eating them and her adult daughter makes them, carrying on the family recipe. Melinda's not sure where the original "porcupine" name came from. However, now they're known in her family as Pokemon meatballs, because her son loves Pokemon.

The meatballs are great served with a vegetable side and a dinner biscuit, or with mashed potatoes on a cold day.

"I like those comfort foods during the winter," Melinda said.



Melinda's porcupine meatballs

INGREDIENTS

- 1 pound hamburger
- 1 whole egg
- 1 cup instant rice
- ½ cup of water
- 1 8-oz can tomato sauce
- Add to taste – salt, pepper, garlic powder, Worcestershire sauce or Soy sauce

DIRECTIONS

- 1 Preheat oven to 400 degrees.
- 2 Combine all ingredients.
- 3 Form into large balls.
- 4 Put into pan to bake. (Use a pan with sides to catch the grease).
- 5 Bake for about 30 to 45 minutes or until the tops of the balls look toasted.

Note: Don't forget the egg or rice will still be crunchy after baking.

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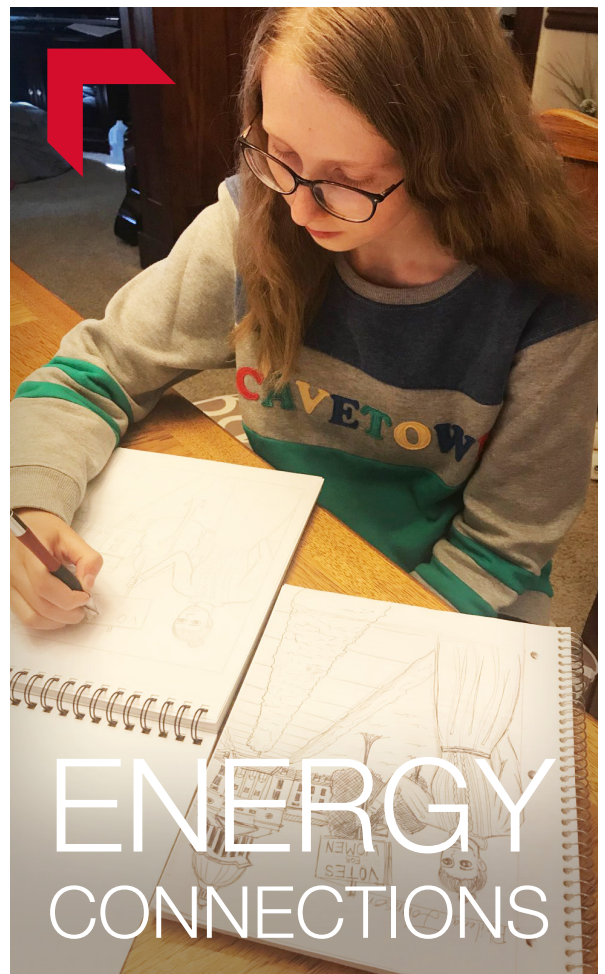
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We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karen.

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:

- Customer service offices closed
- We're here to help
- Giving back during COVID-19
- Employee feature
- Porcupine meatball recipe

Why Customer Service Offices remain closed

Our Customer Service Offices aren't just a lobby where customers can interact with our Customer Associates. Most of our local walk-in locations also house our electric and gas crews.

These crews are still reporting to the office and working every day to make sure we continue providing the safe and reliable natural gas and electric service that is critical to our customers and local communities.

Keeping our walk-in offices closed helps us prevent the spread of COVID-19 to our mission-critical workers. Allowing customers into our offices would put these frontline workers at risk and could jeopardize our ability to provide critical services.

Although our offices are closed, our customer service associates are ready to help, over the phone or by email (contactcenter@northwestern.com). Just give us a call. And stay safe.

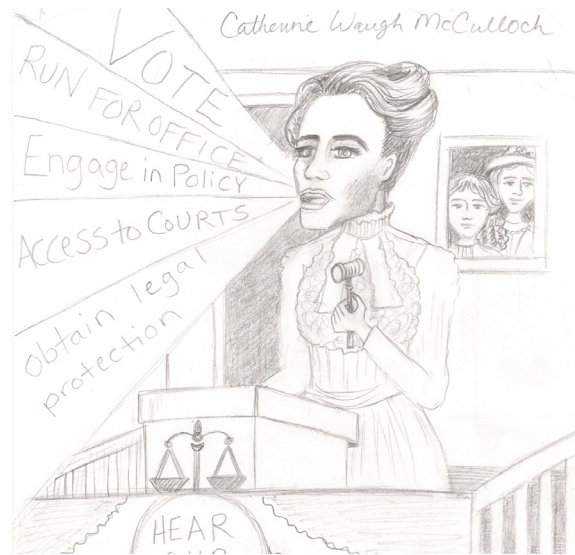
Worried about your bill? We can help.

If you have any concerns about your ability to pay your bill, contact us right away. NorthWestern Energy has representatives available to review your account and plan payment arrangements for your balance, as well as discuss assistance options that may be available in your area. Call us at 800-245-6977.

Stay away from downed power lines

Wind and snow storms can lead to downed power lines and outages. If you see a downed line, assume it is live and do not approach it. Call 911 and NorthWestern Energy at 800-245-6977 to report it.

For the latest outage information, visit our website at NorthWesternEnergy.com/outage.



Giving back to our communities during the COVID-19 pandemic

2020 has been a year like no other, but NorthWestern Energy continues to be committed to supporting the communities we serve. We are working hard to find new, creative ways to do this during a pandemic. Here are some of the ways we've supported our communities this year.

Small business grants

Since COVID-19 hit our service territories in March, NorthWestern Energy has donated \$400,000 in small business grants and in support to agencies providing relief during the pandemic.

This is in addition to NorthWestern Energy's annual charitable donations, economic development, local sponsorships and employee match programs, which were more than \$2 million in 2019.

Her Vote, Her Voice

In honor of the 100th anniversary of women gaining the right to vote in South Dakota, NorthWestern Energy partnered with Her Voice Her Vote for the South Dakota Women's Vote Celebration.

NorthWestern Energy sponsored a booth at the South Dakota State Fair for Her Vote, Her Voice, and now we're continuing to partner with the organization on a South Dakota women's history project. Community Relations Specialist Angie Christiansen is using her artistic talents to create cards about the people who paved the way for



women's rights. These cards will be used in classrooms and other education settings to teach kids about voting rights. Angie is also mentoring a high school student from Brookings, S.D. who is helping with the project.

Supporting healthcare providers

In May, we donated \$10,000 to Horizon Health Care's coronavirus relief fund, with the goal of helping provide personal protective equipment and other supplies to the rural healthcare system that reaches 22 communities in South Dakota.

We also donated two iPads to the Huron Regional Medical Center. The iPads have allowed patients to enjoy video calls with their families, when family members aren't able to visit due to COVID restrictions.

We donated \$3,000 to the Madison Regional Health Foundation's COVID-19 Response Fund to help meet the unexpected costs of PPE needed to protect patients and staff.

Christmas light collection success

Early in 2020, we asked customers across South Dakota to donate their working and non-working Christmas lights to be put to use by 4-H robotics teams. Customers responded and those lights have been used for circuit lessons with the South Dakota Afterschool Network, in partnership with SDSU Extension. Even the youngest elementary students have been able to learn



how electricity flows.

CybHER program support

CybHER at DSU has been busy creating two new learning platforms that offer resources, education and feature female leaders in cyber security and technology roles. NorthWestern Energy is supporting these programs.

Visit www.cybHER.org to learn more.

Feeding South Dakota

A group of employees volunteered at Feeding South Dakota's mobile distribution location where they loaded food items into guests' vehicles. NorthWestern Energy and its employees also donated \$4,375 to the organization, which aims to eliminate food insecurity in the state.

Since the pandemic hit in mid-March, Feeding South Dakota has seen an increase of 2.5 times the normal volume of individuals and families in need of food assistance. With the help of organizations including NorthWestern Energy, the non-profit has distributed 5.9 million pounds of food, providing 4.9 million meals to hungry South Dakotans. This is an increase of more than 57% in pounds distributed from this same period last year.

Editor's note: The Christmas light collection photo was taken in February, before NorthWestern Energy offices closed.