



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/outages.
- Do not open freezers or refrigerators more than necessary. A refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- Unplug computers, chargers, TVs, VCRs and other sensitive appliances to avoid possible damage when electricity is restored.
- Turn off all but one light, so you will notice when we have restored your electricity.
- 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 allow the electrical system to stabilize.
- Use a flashlight. Avoid candles because of the fire risk.

For more information about safety during outages, please visit NorthWesternEnergy.com/outagesafety.

We're here to help with high gas prices

Due to high natural gas prices this year, NorthWestern Energy natural gas customers' heating costs will be higher than last winter. If you have concerns about your ability to pay your bill, reach out to us right away. We have billing and payment options that can help. You can also find energy efficiency tips and more on our website. Visit NorthWesternEnergy.com/heretohelp.



Keep your gas meter clear of snow and ice

Just like scraping off your car or shoveling your sidewalks, it's important to take care of your gas meter after it snows. Gas meters have a vent that regulates pressure. If snow piles up and covers the vent, it won't work properly. This could lead to a service interruption or even a gas leak, which could cause a fire or explosion.

After every snow, be sure to clear off your gas meter gently using your hands or a broom. Never use a shovel.

Also be sure all appliance exhaust vents are clear from blowing and drifting snow. Blocked appliance vents could result in a buildup of deadly carbon monoxide.

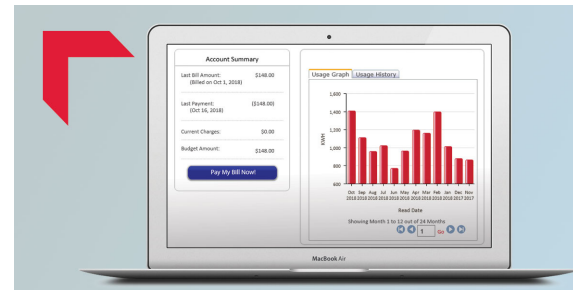


Guard against CO

Be sure you have carbon monoxide (CO) detectors inside your home, in a central location outside separate sleeping areas and on every level of your home, to provide early warning of CO.

If your detector goes off, get out of your house quickly and call 911.

Remember to replace the batteries in you CO and smoke detectors at least once a year. (The beginning of the year is a great time to do this).



What can you do in My Energy Account?

Do you have a My Energy Account? Creating an online My Energy Account is free and available to all customers, on any device. My Energy Account allows you to monitor and manage your account 24/7. You can:

- Pay your bill
- Set up automatic payments
- Enroll in paperless billing
- See past bills
- Track your monthly energy use
- Stop, start or move service

Visit NorthWesternEnergy.com to learn more.



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 30 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 NorthWestern Energy immediately.

Visit our website for the latest news

NorthWesternEnergy.com is an up-to-date source of information, whether you're looking for details on a power outage or the latest company news.