



Every year, Jill Taylor and her best friend Sheila get together to bake Christmas treats.

“We start early in the morning and we get done at supper time,” said Jill, who works at NorthWestern Energy as a Gas Supply Analyst. “We do a marathon baking day.”

Then they divvy up the baked goods and give them out to families, friends, neighbors and coworkers.

Jill and Sheila have been baking together for more than 20 years.

“We started doing it years and years ago, and we haven’t missed a year,” Jill said.

The friends have some favorite recipes they make year after year, but they also like to find new recipes.

“Each year, we try to come up with something fun and brand new,” Jill said.

Last year, one of their new recipes was Christmas Tree Rice Krispies Treats, and they were such a hit that they plan to make them again this year.

At work, Jill forecasts and purchases the amount of natural gas supply we need for our Nebraska and South Dakota customers. Some of the things she looks at are weather forecasts, past heating and cooling degree days, historical usage, storage levels, and daily and future pricing.

One of Jill’s favorite things about her job is her coworkers.

“I feel very fortunate to work alongside such great people,” she said.

Jill works with many different departments in the company and is constantly impressed by how well everyone works together.

“It takes everybody to do their job to get the results that we need to provide safe, reliable and quality service to our customers,” she said.



Christmas Tree Rice Krispies Treats

INGREDIENTS

- 3 tablespoons salted butter, cut into 1-tablespoon pieces
- 1 (10-ounce) bag mini marshmallows
- Green gel food coloring
- 6 cups Rice Krispies cereal
- White decorating icing
- 16 miniature Reese’s peanut butter cups, unwrapped
- Round red sprinkles
- 16 star sprinkles or yellow mini M&Ms

INSTRUCTIONS

- 1 Melt butter in a large saucepan over medium-low heat.
- 2 Add in marshmallows and stir until melted, while tinting with green food coloring to reach desired shade.
- 3 Remove from heat and add in Rice Krispies cereal. Fold mixture until evenly coated. Let cool about 5 minutes.
- 4 Spray hands with non-stick cooking spray and shape about 1/3 cup to 1/2 cup of the mixture into a cone. Press firmly while shaping the cones, so they hold together.

- 5 Decorate with sprinkles and icing. Place one mini Reese’s cup under each tree to look like a trunk.

(Recipe adapted from Family Circle.)

CONTACT US

MONTANA

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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.

ပညာတော်အသုံးအဆောင်များကိုကောက်ခံရရှိရန်အတွက်အထောက်အကူပြုပေးမည်။
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Energy Connections Editor
 11 E Park St, Butte, MT 59701
 news2@northwestern.com

Energy Connections

Customer Bill Insert
 South Dakota & Nebraska | December 2023

In this issue: Your energy dollar | Affordability is our mission | Christmas treats



Bright ideas to save

Use LED lights to decorate

The electricity for a modest LED holiday light display is about \$2 for the holiday season, compared to \$10-\$15 for traditional incandescent lights.

Understanding your energy dollar

Flow-through costs

These are charges that NorthWestern Energy does not control. In this category, our cost is passed on directly to our customer. There is no mark-up, and NorthWestern Energy does not make profit from these costs. This includes:

- **Electricity and natural gas supply** – This is the cost of the energy you use.

Affordability is our mission

NorthWestern Energy's mission statement calls out affordability: "Working together to deliver safe, reliable and affordable energy solutions that create value for customers, communities, employees and investors."



Electricity is an amazing value

A dozen chicken eggs:

1922 = **\$0.35** ▶ Today = **\$4.24**

Percent increase = **1,111%**



An electric range on which to cook:

1922 = **\$168** ▶ Today = **\$1,000**

Percent increase = **495%**

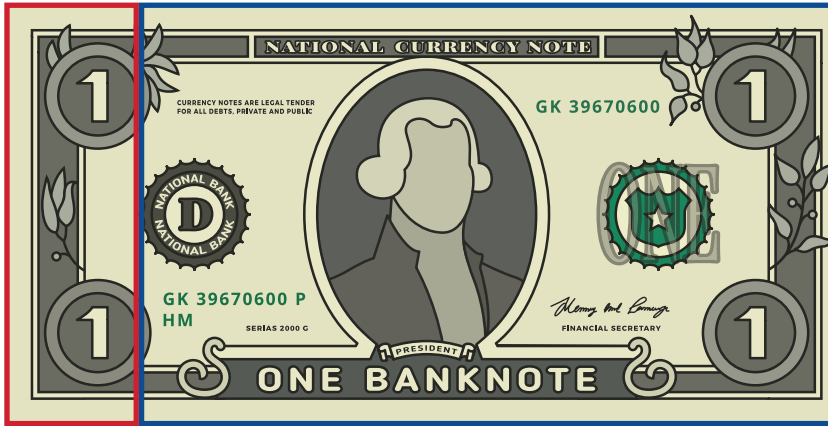


A kilowatt hour of electricity:

1922 = **\$0.10** ▶ Today = **\$0.14**

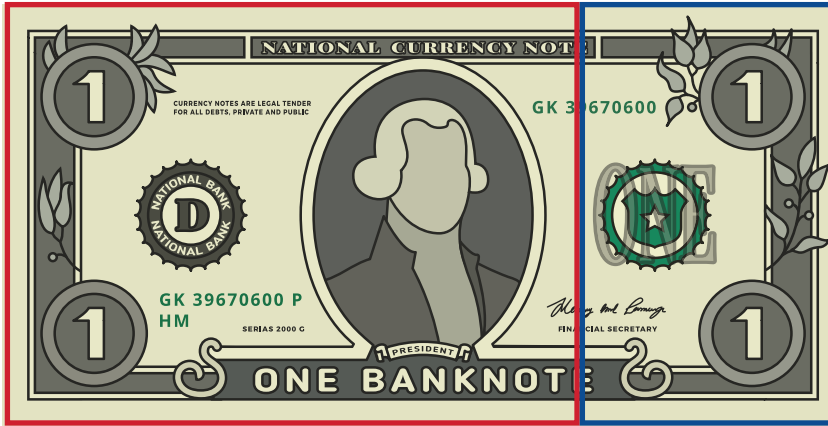
Percent increase = **40%**

Electricity*



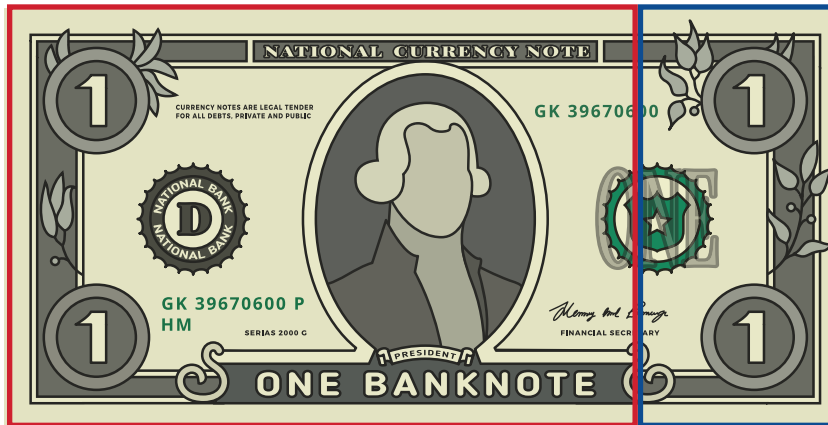
16%

Natural Gas (South Dakota)†



69%

Natural Gas (Nebraska)†



75%

84%

31%

25%

Base costs

These are the costs that NorthWestern Energy controls (with approval from the South Dakota Public Utilities Commission or the Nebraska Public Service Commission). This includes:

- **Delivery charges** – This is the cost of the wires, poles, substations, compressor stations and pipelines that deliver natural gas and electricity to your home. We invest heavily in our electric grid and natural gas system. Without that investment, we would not be able to consistently deliver reliable energy. In 2022, we spent nearly \$66.5 million on capital expenditures in South Dakota and Nebraska.
- **Monthly service fees** – These fees cover our customer care system, including our contact center, walk-in offices, online bill pay, website and other services we offer to customers.
- **Electric generation resources** - NorthWestern Energy owns a balanced and diverse mix of electric generation resources, in order to provide our customers reliable energy at the lowest long-term cost.



Take control of your energy dollar

We offer various programs and energy efficiency tips to help you save energy and money. We can also help you determine if you qualify for energy assistance programs. Learn more at NorthWesternEnergy.com/waystosave or give us a call at (800) 245-6977.

*Based on a monthly electric bill for a residential customer using 750 kWh per month, based on July 2023 rates.

†Based on a monthly natural gas bill for a residential customer using 100 therms per month, based on July 2023 rates.