



Magdelane P. grew up in a small French farming community, population approximately 500, in the Great Lakes region of Ontario, Canada.

"I grew up learning how to cook old French recipes," Magdelane said.

One of her favorites is Canadian butter tarts, which, along with poutine, are a national dish of Canada.

Butter tarts are traditionally made with raisins, but Magdelane, who is a customer service representative at NorthWestern Energy, prefers to use pecans instead.

After growing up in Canada, Magdelane moved to Arizona for school, where she met her husband. He is originally from Butte, Montana, and had always wanted to move back. Eventually, they found their way to Butte, and Magdelane joined NorthWestern in July 2020.

In her position, Magdelane helps customers with everything from paying bills to setting up services to outages. Her favorite thing is talking to customers.

"I like to hear their stories," she said.

Magdelane has been impressed by NorthWestern Energy's commitment to customer service.

"Everybody here values us and the work that we do with our customers," she said. "They really recognize our work, and that's so appreciated."

When Magdelane talks to customers on the phone, they can often tell she's Canadian – sometimes it's because of her pronunciation of "sorry" or saying "zed" for the letter Z. She's proud of her Canadian roots and happy to share a Canadian recipe.

"I just want to share a little bit of my culture with everyone, especially my customers," she said.



Canadian Butter Tarts

INGREDIENTS:

Double recipe for your favourite pie crust pastry rolled out to 2.5 - 3 inch rounds OR 18 mini frozen tart shells

¾ cup brown sugar, packed

¾ cup maple syrup

½ cup butter, melted

2 large eggs

1 tsp white vinegar

1 tsp vanilla extract

Optional: ¾ cup chopped pecans OR raisins (Traditionally made with or without raisins)

INSTRUCTIONS:

1 Preheat oven to 400F.

2 Arrange tart shells on cookie sheet OR place rounds in a regular 12-18 muffin tin. Distribute pecans or raisins evenly between shells.

3 In large mixing bowl, mix brown sugar, syrup and melted butter with whisk until well blended.

4 Add eggs, vinegar and vanilla and whisk until smooth. Pour mixture into a large measuring cup with a pour spout.

5 Pour filling over pecans or raisins, filling each tart until almost to the top.

6 Bake for 5 minutes, then reduce heat to 375F and bake for 20-22 more minutes until golden crust forms on top.

7 Enjoy!

CONTACT US

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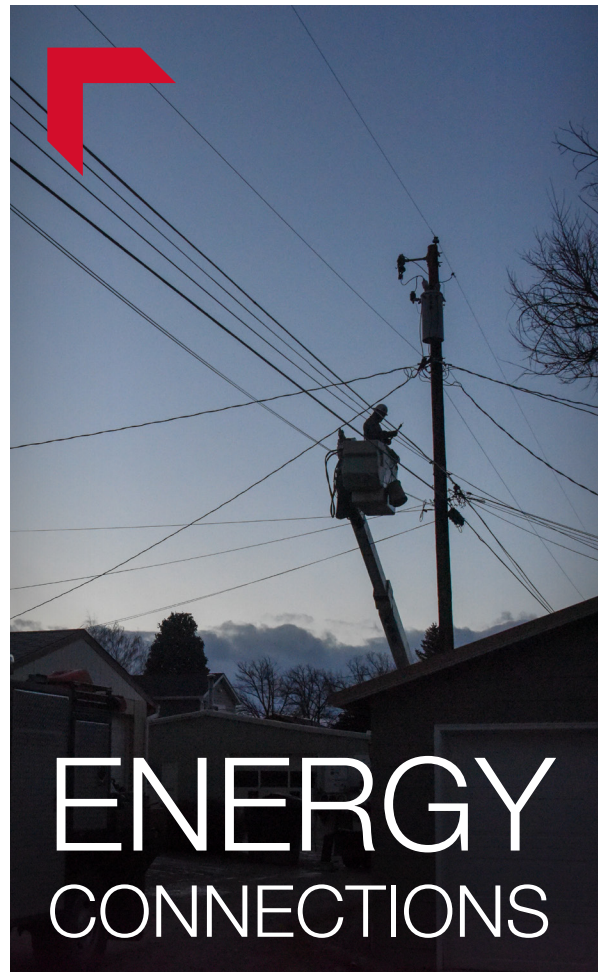
We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

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:

- How we restore power after an outage
- Power outage FAQs
- Stay away from downed power lines
- Employee feature
- Canadian butter tarts recipe

How we restore power after an outage

NorthWestern Energy is committed to keeping power outages to a minimum. However, sometimes outages are unavoidable. During a widespread outage, we prioritize repairs to restore power to the largest number of customers possible, as quickly as possible while keeping everyone safe.

You can think of the electric grid like roads. Our transmission lines carry lots of electricity long distances and are like interstates. Distribution lines are like secondary highways, and service lines are like neighborhood roads or driveways.

Here's what happens during an outage:

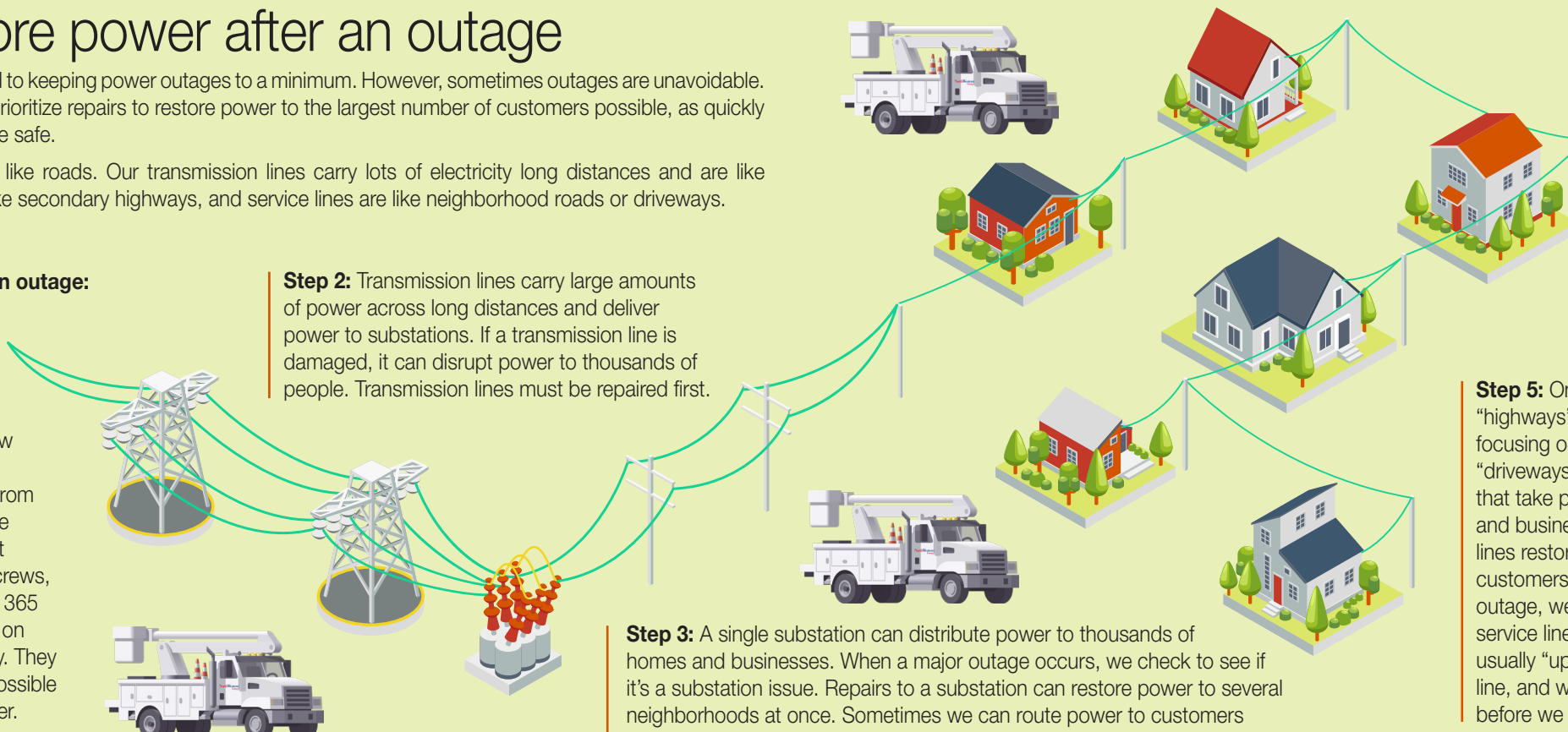
Step 1: We learn about an outage, either from an advanced meter alerting us or a customer calling to let us know the power is out. These reports are sent to our control center. From there, controllers work to restore power remotely, and if that's not possible, they contact our line crews, who are on call 24 hours a day, 365 days a year. When crews arrive on scene, their first priority is safety. They secure the area as quickly as possible to protect the public from danger.

Step 2: Transmission lines carry large amounts of power across long distances and deliver power to substations. If a transmission line is damaged, it can disrupt power to thousands of people. Transmission lines must be repaired first.

Step 3: A single substation can distribute power to thousands of homes and businesses. When a major outage occurs, we check to see if it's a substation issue. Repairs to a substation can restore power to several neighborhoods at once. Sometimes we can route power to customers from a different substation while we work on repairs.

Step 4: Distribution lines carry power from substations to neighborhoods or business areas. Repairing problems with distribution lines can restore power to hundreds of customers.

Step 5: Once all the "interstates" and "highways" are repaired, we can start focusing on "neighborhood streets" and "driveways." These are the service lines that take power to individual homes and businesses. Repairing service lines restores power to one or a few customers at a time. In a widespread outage, we don't start with repairs to service lines because the problem is usually "upstream" from the service line, and we need to get power flowing before we can get it to your house.



Frequently asked questions about power outages

What should I do if my power goes out? Check fuses or circuit breakers to rule out problems with electricity inside your home. If there's not an issue with your fuses or breakers, report the outage to NorthWestern Energy. You can report outages online at NorthWesternEnergy.com/outagesafety or by calling 888-467-2669 in Montana or 800-245-6977 in South Dakota/Nebraska.

You can find up-to-date outage information on our online outage map at the web address above and on our Facebook page – Facebook.com/NorthWesternEnergy.

I don't have power, but my neighbor does. Why? Your neighbor's home may be fed by a different service or distribution line. It's also possible the cause of the outage is in your home. Be sure to check your fuses or breaker box.

How long does it take to restore power? This can vary greatly depending on the cause of an outage. Sometimes restoring power is as simple as removing a branch that has fallen on a line. Other times, it might require replacing a pole that was hit by a vehicle or blown over in a storm. Sometimes we can switch customers to a different circuit while we make repairs, greatly reducing outage time. If a major storm knocks down numerous poles and takes out several lines, an outage can last hours or even days.

Our top priority is always the safety of our crews and our customers. While restoring power quickly is our goal, our crews take the time required to make repairs safely.

What causes an outage? Outages occur for many reasons. Here are the most common causes of unplanned outages in 2021:

- System equipment, such as service lines, underground conductor, transformers and insulators.
- Birds and squirrels.
- Weather, such as snow, thunderstorms or extreme temperatures.



What should I do if I see a downed power line? 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.