



Leela Castillo is a NorthWestern Energy Customer Associate whose passion for community and connection shines in everything she does.

In addition to her work at NorthWestern, Leela owns her own small catering business. She loves to try new recipes that bring people together. One of her favorites is her fried cabbage.

“My family loves to eat, and I love to spoil them when I try out new recipes for my business,” she said.

Leela started her journey with NorthWestern Energy four years ago when she applied for a Customer Associate Position.

“I was in a pretty dangerous situation before,” Leela said. “I had an hour drive to and from work with shifts sometimes starting at 3 a.m. It wasn’t uncommon to nod off while driving.”

After a fellow commuter did just that and ended up in an accident, Leela decided to start looking for jobs closer to home. She jumped at the opportunity to work at NorthWestern Energy, even completing the entire interview process while on vacation in Florida.

At a young age, Leela taught herself Spanish to better communicate with her peers — a skill she now uses every day to serve the diverse Grand Island community.

“NorthWestern Energy is a great place to work,” Leela said. She values the company’s commitment to community and inclusion and is proud to be a part of a team that shares her passion for serving others.



Leela’s Fried Cabbage

INGREDIENTS

- 1 head of cabbage, nice and green
- 1 package bacon
- 1 sweet onion, sliced
- 1 package of Hillshire farm smoked sausage, sliced
- Garlic powder, to taste
- Black pepper, to taste
- Cajun seasoning, to taste
- 1 small bag baby carrots

DIRECTIONS

- 1 Cut and wash your cabbage and cut your bacon in pieces.
- 2 Put the bacon in pan to cook. Once cooked, remove the bacon, and use the grease from your bacon to sauté the onions.
- 3 Remove onions and brown your sausage in the same pan. Remove sausage from pan.
- 4 Add the cabbage to the same pan. Add in garlic powder, black pepper and some Cajun seasoning for a little kick.
- 5 Once your cabbage is starting to steam down, add your carrots, onions, bacon and sausage to the mix. Let simmer until cabbage is to your liking and enjoy!

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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.

ပညာတော်အသုံးအဆောင်များကိုကုန်ကျစရိတ်ချုပ်ချယ်မှုနှင့်ဆက်စပ်သောအချက်အလက်များကို
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Energy Connections

Customer Bill Insert
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In this issue: Energy efficiency tips | Sign up for E-bill
 Keep your meter clear | Fried cabbage recipe



Bright ideas to save

Lower your thermostat

In the winter, lowering your thermostat by only 1 degree can reduce heating bills by 3%.



Ways to save on energy use this winter

Cold weather can make a major impact on your energy bill. You can save money on your monthly bill with these energy efficiency tips:

- 1. Know what impacts your energy use:** Start by comparing your energy usage from month to month, or year to year, on your billing statement. Montana customers may be eligible for a Home EnergyCheck. Learn more at NorthWesternEnergy.com/EnergyCheck or call 800-823-5995.
- 2. Evaluate your insulation levels:** Adding insulation will help keep your home warm in the winter and cool in the summer. Note: In the winter, cold floors and walls are signs more insulation is needed.
- 3. Find and seal air leaks:** Do you see daylight peeking around your door or window frame or feel drafts around plumbing, ducting, recessed lighting, outlets and light switches? If so, you have air leaks. Seal the air leak by using insulating foam, caulk, weather strips, door sweeps or foam gaskets.
- 4. Utilize a programmable or smart thermostat:** Install a programmable thermostat that automatically adjusts your heat. Change your thermostat setting during the heating season to the lowest comfortable setting, which is 68°F for most people during the day. At night, turn your thermostat back 7-10 degrees.
- 5. Install an outdoor-rated timer for your engine block heater:** Almost all engines need to be warmed for only about an hour.
- 6. Use your window treatments:** Close your curtains at night to reduce heat loss, but open the curtains on south-facing windows during the day, so the sun's warmth can help heat your house.
- 7. Look for rebates and tax credits:** NorthWestern Energy offers a variety of electric and natural gas energy efficiency rebates to Montana customers. Energy efficiency projects may also qualify for tax credits.

Learn more and get more energy-saving tips at NorthWesternEnergy.com/waystosave.

Clear some clutter. Sign up for E-bill.

Simplify your life by signing up for our free paperless billing service today!

With E-bill, you'll receive an email every month letting you know that your new bill is available to review online. It's fast, convenient and completely secure.

Signing up for paperless billing is easy:

Step 1: Login to My Energy Account. (If you haven't already signed up for My Energy Account, it's easy to do so. Visit NorthWesternEnergy.com and click "Register for My Energy Account.")

Step 2: Under "Settings," select "Bill Delivery Preferences". Select "E-bill with E-mail Notification" and update your email if needed.

Step 3: Check your email. Every month, you'll receive an email message alerting you that a new E-bill is available for your review online.

Padmounted equipment safety

The interior compartments of padmounted electrical equipment contain high-voltage components that are exceedingly dangerous to touch. Avoid contact with this equipment. Never touch or open damaged or unlocked electrical cabinets. Immediately report damaged or open equipment to 911 and NorthWestern Energy.

Never enter or go near a substation

Substations are fenced areas containing large electrical equipment. The electricity used in substations is extremely dangerous and can kill a person. Substations are marked with either "Danger" or "Warning: High Voltage" signs. Never enter a substation or even go near the fence surrounding one. Stealing copper wire from a substation is not only illegal, but it can also be deadly.

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. Remember:

- Allowing snow and ice to build up on your natural gas meter, or fall from the roof above your meter, can lead to dangerous damages.
- Your natural gas meter's regulator vent must always be clear so the flow of natural gas into the home can be regulated properly.
- Allowing a large amount of snow to pile up on a meter can lead to pipes breaking, causing dangerous gas leaks.
- After every snow, be sure to clear off your gas meter gently using your hands or a broom. Never use a shovel on the meter. Also, take a walk around your property and ensure all vents are clear of snow or ice and that there is a path to your gas and electric meter in case we need to access them in an emergency.
- If you rely on a snow removal company to clear your property, be sure they are also safely clearing snow and ice from your meter, and a path to your meter. If you have a seasonal property or are away on vacation, ask someone to check your natural gas meter and vents, especially after a significant storm.



Plow with caution

Be careful while plowing to steer clear of utility equipment. Be sure to avoid meters and transformers (the large green boxes often located near walkways). Even minor contact with the transformer's metal enclosure could cause damage to the conductors inside. If you hit the equipment, please report it to NorthWestern Energy right away.