



For nearly 15 years, Sarah Allen has been helping customers navigate their energy needs while building connections across teams and departments.

Today, as Manager of Customer Interactions, she oversees walk-in office operations across Montana, South Dakota and Nebraska.

Ask Sarah what she enjoys most about her job, and her answer comes quickly: the people.

Whether helping someone understand their bill, explore available programs or work through a unique challenge, Sarah finds fulfillment in creating positive experiences. In many cases, the relationships her teams build with customers extend well beyond a single interaction.

“We have customers who bring flowers or homemade treats ‘just because,’ or stop by for a quick hello,” she says. “Those relationships mean a lot and remind us why we do what we do.”

Sarah also values the opportunity to collaborate with teams across the company to solve problems and improve the customer experience.

“We try very hard to think about the customer experience in everything we do,” she says. “We’re not just looking at policies and processes. We’re looking at the person in front of us.”

By listening, asking questions and understanding each customer’s unique situation, Sarah and her team help connect customers with solutions that fit their needs.

Outside of work, Sarah enjoys camping with her family, crafting handmade blankets and carrying on a treasured family tradition: making her great-grandmother’s banana cream pie recipe. Like her approach to customer service, it’s all about caring for people and creating meaningful connections.



Banana Cream Pie

INGREDIENTS

- 9in pre-made pastry pie shell
- ⅔ cup sugar
- ¼ cup cornstarch
- ½ teaspoon salt
- 3 cups milk
- 4 egg yolks, lightly beaten
- 2 tablespoons butter/margarine, softened
- 1 tablespoon + 1 teaspoon vanilla extract
- 2 large bananas
- Sweetened whipped cream

DIRECTIONS

- 1 Bake pie shell according to package directions and set aside.
- 2 Stir together sugar, cornstarch, and salt in a sauce pan.
- 3 Combine milk and egg yolks in another bowl; gradually stir into sugar mixture
- 4 Cook over medium heat, stirring constantly until mixture thickens and boils. Continue to stir for 1 additional minute while boiling.
- 5 Remove from heat; stir in butter and vanilla.
- 6 Press plastic wrap on top of filling in saucepan and cool to room temperature
- 7 Peel and slice bananas; arrange layer of banana slices ½ deep into baked pie shell. Pour in cooled filling. Chill thoroughly at least 2 hours.
- 8 Just before serving, top pie with sweetened whip cream

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 AND SOUTH DAKOTA	
Customer Contact Center	800-245-6977
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811

PAYMENT	
Paymentus Automated	
Phone Payment Option:	
(via checking, savings, credit or debit card)	
English:	833-970-2262
Spanish:	833-970-2263

CONSTRUCTION CENTER	
1-83-FOR-BUILD (1-833-672-8453)	

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. To request translated customer information, please contact us at the numbers listed above.

Estamos orgullosos de la diversidad en las comunidades a las que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karénico (Karen). Para solicitar información traducida del cliente, contáctenos a los números indicados arriba.

ပသးခုဒီးပင်ကမာလာဘဉ်ပသးလာ ပမာစာဘဉ်ပာကမျာဂ်ဖိအါကလုင်အါဉ် လာအအိဉ်လာ လီကဝီဖဲအံနုဉ်လီ။ ဒ်သီးပမာစာဘဉ်သုကအါထီဉ်အဂီၢ်, ပကွဲးလီလင်ကတိၢ်ကျိၣ်ထံ တၢ်စုၢ်အရုဒိဉ်တဖဉ်ဆူ (Spanish)စပဲနးအကျိၣ် ဒီး (Karen)ကညီကျိၣ် န့ဉ်လီ။ သုမုၢ်လိၣ်ဘဉ်လံာ်လာ ပာကွဲးကျိၣ်ထံ အံးဖဲဒီး, ဝံသးစုၢ်သုဆဲးကျိးပာသုဖဲ လီတဲခိနီၣ်ဂံၢ် ဒ်အအိဉ်ဃါလာတၢ်ဖိခိဉ် အသီးန့ဉ်လီ။

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Energy Connections

Customer Bill Insert
Montana | October 2026

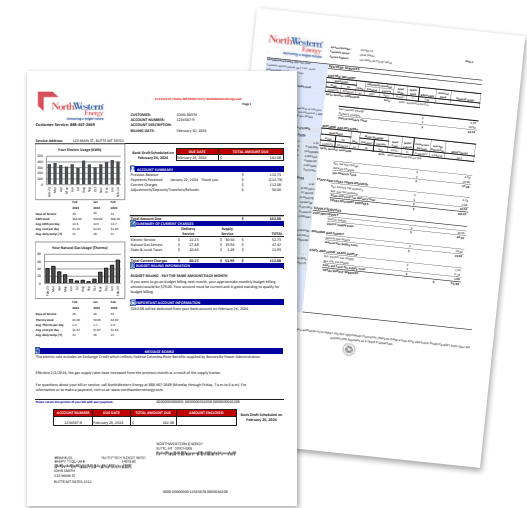
In this issue: Understand your bill | We’re here to help Home EnergyCheck | Banana Cream Pie recipe



Bright ideas to save
Close garage doors

Keep the overhead doors of your attached garage closed to keep cold air out of your house.

Get assistance with your energy bill this winter



Understand Your Energy Bill

Your energy bill is more than just the amount due. It provides helpful information about your energy use, billing period, account details and important messages.

Understanding your energy use is one of the first steps toward managing monthly energy costs. Factors such as weather, seasonal changes and household activities can all affect the amount of energy you use from month to month.

If you have questions about your bill, NorthWestern Energy offers resources to help. Our online **How to Read Your Bill** guide explains each section of your statement to help you better understand your energy costs. Visit [nwe.app/howtoreadyourbill](https://www.nwe.app/howtoreadyourbill)

Home EnergyCheck

Available to all residential customers, our FREE Home EnergyCheck helps you understand how energy is used in your home and identify opportunities to help save energy and money. You'll also receive free energy-saving products during your visit. Go to NorthWesternEnergy.com/EnergyCheck.

We’re Here to Help

If you’re concerned about paying your bill, reach out to us right away. We have billing and payment options that can help. We can also help connect you with government and nonprofit assistance programs and provide information about their eligibility requirements. NorthWestern Energy customers who qualify for LIHEAP will be eligible for electric and natural gas bill discount, emergency energy assistance, and free weatherization.

Call Us: 7 a.m. - 6 p.m., Monday through Friday at (888) 467-2669.

Budget Billing

With Budget Billing, you pay the same amount each month.

- Budget Billing amounts are calculated based on your past 12 months of usage and the rates currently in effect.
- We'll review your account at least twice a year to prevent a large overpayment or underpayment from accumulating.
- Changes may be necessary in your Budget amount due to changes in your usage patterns and/or the rates currently in effect.

Payment Arrangements

We understand circumstances sometimes make it difficult to keep up with your bills. If you’re having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection.

Log in to My Energy Account for payment and billing program information, or call our Customer Service team at (888) 467-2669 to discuss additional options.

Low Income Home Energy Assistance Programs (LIHEAP)

The federally funded LIHEAP helps eligible households with winter heating costs and serves as a gateway to NorthWestern Energy assistance programs, including monthly bill discounts, emergency energy assistance, and weatherization services.

Households participating in certain public assistance programs may be categorically eligible for LIHEAP. Customers may apply annually between October 1 and April 30 through their local Human Resource Development Council (HRDC) office. Applications are also available at NorthWestern Energy walk-in offices.

Approved LIHEAP benefits are determined by the State of Montana and administered through local HRDC offices based on household circumstances and program guidelines. The LIHEAP benefit is applied directly to eligible NorthWestern Energy accounts to help offset winter heating costs.

For application information and local HRDC contacts, visit dphhs.mt.gov/hcsd/energyassistance.

LIHEAP: Your Gateway to Energy Assistance

Once a customer is approved for LIHEAP, NorthWestern Energy is notified and the customer will be enrolled in applicable bill discount programs. Customers needing additional assistance may apply for emergency energy assistance through Energy Share of Montana. Weatherization services are coordinated through local HRDC offices. To remain eligible for beneficial energy assistance programs, customers must complete a LIHEAP application each year.

NorthWestern Energy Bill Discount

NorthWestern Energy offers a bill discount to income-qualified customers. If you qualify for LIHEAP, you will receive the following NorthWestern Energy discount on your monthly electric and/or natural gas bill, in addition to the LIHEAP payment.

Electric Bill Discount	Natural Gas Bill Discount
• 25% discount - November - April • 15% discount - May - October	• 30% discount - November - April

Great Falls and West Yellowstone Gas Service former customers: A 16% to 28% discount based on the Federal Poverty Level from November through April.

Cut Bank Gas Service former customers: A one-time annual bill credit applied in January.



Weatherization Assistance

The home you rent or own can be weatherized at NO COST to you when you meet the LIHEAP or Weatherization eligibility requirements.

Weatherizing your home can save you energy and money. An energy audit will be performed on your home to identify possible improvements to your home which may include:

- An efficiency inspection on your furnaces, boilers and water heater
- Insulation as needed in the attic, walls, crawl space and floors
- Sealing air leaks
- Wrapping hot-water heaters
- Water-saving shower heads and faucet aerators

Also, homes heated with electricity from NorthWestern Energy may be switched to natural gas space and water heating.

Weatherization services are available through local HRDC offices. Contact your local HRDC for details.