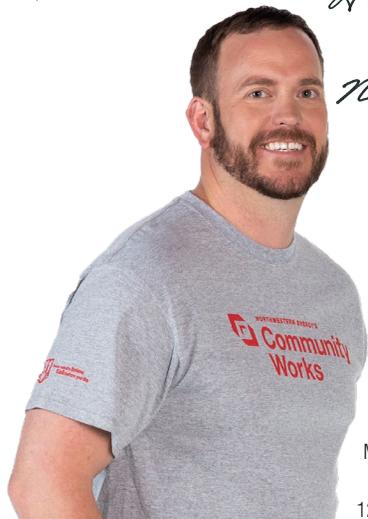




*Have a  
Safe  
New Year*



**Shawn H.**  
Manager - District  
Operations Havre  
12 years of service

# ENERGY CONNECTIONS

JAN 2019

## Resolve to save time in the New Year

### 24/7 outage reporting



Using your computer or internet-connected mobile device, you can visit [NorthWesternEnergy.com/safety/outage-safety/outage-mapping](http://NorthWesternEnergy.com/safety/outage-safety/outage-mapping) to stay up to date on planned and unplanned outages across the NorthWestern Energy service territory. You can also use this tool to report an outage. Check it out! Also, follow us on Facebook and Twitter for updates on outages, energy tips and other great information. To report an outage by phone call 888-467-2669 in Montana or 800-245-6977 in South Dakota/Nebraska.



Take paying your power bill off your “to-do” list by choosing a payment option that fits your lifestyle. Our eBill program is a fast, free and paperless way to view and pay your bill online and on the go. To use eBill you will need to set up your ‘My Energy Account’ and then you will be ready to pay your bill anytime from anywhere.

#### Why sign-up for eBill?

The eBill program gives you secure, convenient delivery and saves time.

#### FREE Electronic Paperless Billing:

Access your bill at your convenience by logging into your online account. You'll receive an email notification when your bill

is available to review online 24 hours a day, 7 days a week. It's fast, convenient and completely secure.

**FREE Online Payments:** Once you enroll in the eBill program and receive email notification that your bill is available, you can use your checking or savings account to pay your bill.

**Add EZ Pay:** Sign up for EZ Pay at the same time and ensure that all your utility bills get paid on time! Through EZ Pay, you can have your payment automatically withdrawn and applied to your NorthWestern Energy account when it's due and you don't have to do a thing!

## Winter Gas Meter Care

It's extremely important to keep your outdoor natural gas meter clear of snow and ice. Carefully remove snow or ice from the gas meter and any associated piping. Please do this gently and never use an open flame. Take care not to cover meters when shoveling or snow-blowing. Also, check to ensure that melting snow or ice from the roof or nearby trees is not dripping on the meter, and that the meter is clear following rooftop snow removal.

The natural gas meter's outdoor regulator vent must always be clear so the flow of natural gas into the home can be regulated properly. If this vent becomes plugged when snow and ice on or above the meter melts and re-freezes, the pressure of gas being pumped into the home could either

increase or decrease to a dangerous level, resulting in a fire or explosion.

You should check for any ice buildup around all external vents, as well as your dryer vents. If you have a gas dryer, ice can keep harmful gases from escaping your home. Any airflow blockage can lead to big problems and even carbon monoxide poisoning. After major snow storms, it is a good habit to get in, to take a walk around your property and ensure all vents are free and clear and none are blocked by snow or ice.

### Resolve to not get scammed



Visit  
[utilitiesunited.org](http://utilitiesunited.org)  
for great info  
on protecting  
yourself from  
scams.

# Carbon Monoxide Detection



Stay safe and help prevent carbon monoxide poisoning. Natural gas isn't poisonous, but like other fuels, it produces carbon monoxide gas as it burns, and the carbon monoxide must be vented properly. It is important to use natural gas safely and to know what to do in an emergency. Make sure furnace and appliance vents are clear of obstructions and working properly to vent carbon monoxide from your residence. Carbon monoxide is an odorless, tasteless, invisible gas. Similar to the flu, the first indications of carbon monoxide poisoning are dizziness, fatigue, nausea, mental confusion, and heart palpitations.

If you suspect someone is suffering from carbon monoxide poisoning:

- Get the person into fresh air.
- Open doors and windows.
- Seek medical attention immediately.
- Call 911.

Properly equip your home or business with a carbon monoxide detector. You'll find

one at almost any home improvement or hardware store, and having one will give you an added sense of security. Be sure to follow the manufacturer's instructions when placing a detector in your home. The first path for safety and efficiency is regular servicing of equipment.

The New Year is a perfect time to do a battery check around your home or business. Keeping fresh batteries in your smoke alarms and carbon monoxide alarms promotes peace of mind, not to mention avoiding that annoying chirping sound! While checking your carbon monoxide alarm, check the life of the sensor. Most units have a life of five to seven years. It may be time to replace the whole carbon monoxide alarm unit.

While Carbon Monoxide detectors are important, your first path to safety and efficiency is to make sure your heating equipment is serviced regularly. Contact your heating contractor for a system tune-up every heating season or two.

# Does wintertime have kids stuck inside and bored?

Have fun online with Louie the Lightning Bug and Sniffy the Sniffasaurus. Get important natural gas and electric safety tips in a fun way through puzzles, games and online activities for the whole family.

Visit [NorthWesternEnergy.com](http://NorthWesternEnergy.com), select the Safety tab, and click on the Kids Corner link.



# RUSafe Corner

When temperatures drop, children need extra attention to stay warm, safe and healthy. Young children are less likely to recognize when they are cold and more likely to lose body heat quickly due to their smaller size. One important tip to protect children when the thermometer dips is put several layers of clothing on your child and make sure their head, neck and hands are covered. Dress babies and young children in one more layer than an adult would wear. If you see a child who is consistently underdressed and not protected it is a good time to *Know and Tell* and contact local authorities.

# 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**  
 Customer Contact Center (800) 245-6977  
 7 a.m. - 6 p.m. M-F  
 Emergency 24/7 Service  
 Call Before You Dig 811

**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**  
 Automated Phone  
 Payment Option: (800) 218-4959  
 (via checking, savings, or money market account)  
 SpeedPay Automated  
 Phone Payment Option: (877) 361-4927  
 (via credit card account)

### CONNECT WITH US



We are required to translate important customer information for populations in our service area that meet a certain threshold. We have two languages that currently meet that threshold: Spanish and Karenic.

Nos preocupamos por su seguridad. Este anexo a su factura incluye mensajes importantes sobre seguridad que usted necesita saber con respecto al servicio público que le proporciona NorthWestern Energy. Comuníquese con nosotros si desea recibir la información de seguridad en español, llamando al teléfono 888-467-2669 (en Montana) 800-245-6977 (en South Dakota o Nebraska) y pregunte por las opciones de idiomas para los anexos de sus facturas.

ပတၢ်ယိၣ်န့ၣ်တၢ်လၢ နတၢ်ပူၤဖျးအဂီၢ်န့ၣ်လီၤ. လံာ်တၢ်ယုက့ၢ်စရိဘု(လ) လၢ တၢ်ထၢန့ၣ်လီၤအိၤဆဲၤ ယုယုဒ်တၢ်ဘၢတၢ်ကစီၣ်အန့ၣ်တဖၣ်လၢ နုၤကးသ့ၣ်ညါဆိၤလၢ အဘၣ်ယး: NorthWestern Energy ထံၣ်မ့ၣ်အတၢ်မၤန့ၣ်လီၤ. ဆဲးကျဲၤပုၤန့ၣ်မ့ၢ်လိာ်ဘၣ် တၢ်ဂ့ၢ်တၢ်ဂီၢ်တဖၣ်လၢ ပုၤကညိၣ်ဂီၢ် (Karenic) . ဝိဇ္ဇိ တၢ်ကိးလိာ်တၢ်ဆူ 888-467-2669 (လၢမိၣ်ထီၣ်န့ၣ် (Montana) အပူၤ)800-245-6977 (လၢကလံာ်စိး နိမိထံၣ် (South Dakota) မ့တမ့ၢ် န့ၣ်တြဲၣ်စဆၣ် (Nebraska)) ယုန့ၢ်လၢ တၢ်ကထၢန့ၣ်လီၤ က့ၢ်စရိက့ၢ်တၢ်ယုထၢတဖၣ်အဂီၢ်န့ၣ်တက့ၢ်.

