

When Gary K. joined NorthWestern Energy 14 years ago, his first position was as a temporary employee in the Huron, South Dakota, warehouse. While he was working in this position, a meter reader position opened up.

Gary read meters all over Huron and the surrounding area for about a decade. A few years ago we introduced digital meter reading, which allows meters to communicate directly with NorthWestern Energy. Since meter readers were no longer needed, Gary was offered a job in the warehouse or as an estimator.

"I'd already worked in the warehouse, and I wanted to try something new," Gary said.

Gary became an estimator in 2019 and hasn't looked back since

"I just love it," he said. "It's a lot of fun, and I'm learning things all the time."

As an estimator, Gary puts together quotes when someone is building a new house or wants to add electric or natural gas service. Gary talks to them about what kind of appliances they'll have and what their other energy needs are.

"I get to go out and visit with individuals, contractors and home owners," Gary said.

Before joining NorthWestern Energy, Gary ran a truck stop and convenience store, and he loves working in customer service.

He also loves to cook, bake and barbeque

"Put me in front of a grill, and I'll be there all day," he

Gary developed his sweet chili recipe for those who don't like spicy foods.

"It still has that chili flavoring, it's just not a flamethrower," he said.



Gary's Sweet Chili

The good thing about sweet chili is that you can make it sweet with no heat or a little heat. This chili is for those who don't like spice. It is quick and easy to make.

INGREDIENTS:

1 pound hamburger

115-ounce can Van Camp's pork and beans

110-ounce can tomato soup

10 ounces water (good way to rinse out soup can)

½ teaspoon garlic salt

⅓ cup brown sugar

1½ teaspoons chili power

Optional for color:

½ green pepper

½ red pepper

1 jalapeno pepper

Note: Make sure to remove all seeds and finely chop peppers. This helps remove any heat the peppers may have.

DIRECTIONS:

d Brown hamburger in a large pot, then turn down to medium-low heat.

Add the pork and beans, soup and water and ∠stir slowly till thoroughly mixed. Add ⅓ cup brown sugar and 11/2 teaspoon chili powder and mix well.

QLet simmer until you see a bubble or two. If **J**you're opting to add peppers, add them just before removing from heat. Take off stove and let sit for a few minutes.

⚠ Add a few crackers on the side and enjoy.

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200-245-6977

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

ုပညေတေအ့သနအုသနတဓျတေူကကာ့်ကချေငညနတောငညနအောတအော်အောကကုတစေ့ပမေမာ့်က ါကညပကကုပ္ျငဥ္ခ်ေစစေနငညည္ရငညေအျမေငေည 🛨 စသုကေညါ ျပတေညေအတေအူ သနအမန္နေစသကအျငေ အဓုပ္ေသနအနအေူသကေေအျပနအာ်ပမေမုသ္စၿပနေနအတအေေစပက္စစ္သသနအျပညေတေအ့သနအ မေပေပုပနနျတေ့စသကအျငျေအေငေညညစ္နေပနအစူေအေည့ငေအူကဘ္မမျေမေ့ခနုမေမာ်ပမေမျှသနအ

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Energy Connections

Customer Bill Insert

South Dakota/Nebraska | November 2023

In this issue: Scam activity | Energy-saving gifts | Bright magazine | Gift of Energy | Gary's Sweet Chili recipe



aight ideas to save and seal leaks

> Add caulk or weatherstripping to seal air leaks around leaky doors and windows.



Scam activity is on the rise; always stay vigilant

Scammers are working overtime to find victims and are likely to continue to do so in the coming months.

"Scammers have a tendency to be very active around the holidays," said Tricia Davis, Manager of Customer Interactions at NorthWestern Energy.

Scammers are constantly changing their tactics. Although robocalling is a scammer's primary approach, in recent months they've tried to use a variety of ways to steal money, from fraudulent text messages to emails. Scammers are now spoofing local numbers, enticing customers to answer calls.

Whatever their tactic, most scammers try to create a sense of urgency, demanding immediate payment to avoid disconnection of services.

Here are some facts to help you avoid scams:

- NorthWestern Energy will not call, email or stop by demanding immediate payment for "overdue" bills or to avoid disconnection.
- We will not request payment via pre-paid cards.
- We will not disconnect service without contacting customers multiple times.
- We will not demand immediate payment for replacing or installing utility-related equipment.
- We will not offer to restore power more quickly after a storm for a fee

Here are some tips on what to do if you are contacted by a scammer:

Never let a utility worker enter your home without checking that he/she is wearing a uniform with a logo, driving an official vehicle and carrying valid identification.

Never give your bank account, credit card or personal information via text, email or robocall.

Always verify that the contact or call-back information provided matches your latest bill.

If you are suspicious, shut the door, hang up the phone, delete the email or text. Protect yourself.

If you are contacted by a scammer, you can report it online at NorthWesternEnergy.com/scams. Scam reporting helps us track and keep customers informed of scam activity. In some situations, we can shut down the numbers scammers are calling from.

In addition to reporting scam activity to NorthWestern Energy, customers are encouraged to also report scam activity to the Federal Trade Commission at reportfraud.ftc.gov.



Learn more about recognizing scams.

Scan this QR code with your phone's camera to watch a video about scam awareness.

Energy-saving gifts that keep on giving

Give the gift of energy savings with these products that can help your friends and family cut energy costs:

- Programmable or smart thermostats: A great way to automatically adjust heating when no one is home or when people are sleeping is to install a programmable or smart thermostat. You can save energy and money if you don't already diligently adjust the temperature. Smart thermostats connect to your Wi-Fi and allow you to control them remotely. Some even learn your patterns and adjust your heat accordingly.
- **LED lighting and timers:** Use LED holiday string lights and outdoor timers to efficiently display your festiveness! ENERGY STAR® LED lightbulbs also come in a variety of shapes/styles, brightness (lumens) and color temperature.
- ENERGY STAR appliances and electronics: Choose ENERGY STAR-certified products when shopping for clothes washers, dishwashers, air purifiers, computers and other appliances.
- Smart power strips: These power strips shut down power to electronics, such as computers, printers, TVs and cable boxes, when they go into standby mode.
- Blankets and sweaters: These traditional gifts are great energy savers. A warm blanket or sweater allows loved ones to turn down their heat.
- A slow cooker or Instant Pot: These appliances can be more efficient than cooking with a stove or oven.





Read our new issue of Bright magazine

The Community issue of NorthWestern Energy's Bright magazine is now available. Visit NorthWesternEnergy.com/Bright to read the magazine online or subscribe to have a copy mailed to you.

The Community issue showcases all the ways we're committed to being an active member of the communities and states we serve.

We want to hear what you think of the magazine. Write to us at bright@northwestern.com.

Give a gift everyone is sure to use

Looking for a gift that always fits? Give the gift of energy with a gift certificate for NorthWestern Energy.

NorthWestern Energy Gift of Energy gift certificates are great holiday gifts for recent college grads, new parents or anyone else on your holiday shopping list.

They're also a nice way to help a family member, friend or colleague who may be struggling to pay their energy bill.

Visit NorthWesternEnergy.com/giftofenergy or call 800-245-6977 to learn more. You'll need the customer's name or account number.