

# ENERGY CONNECTIONS

SEPT 2019



*We're committed to keeping you safe.*

**Katelyn P.**  
Contract Analyst  
4 years of service

## Careers in Energy!

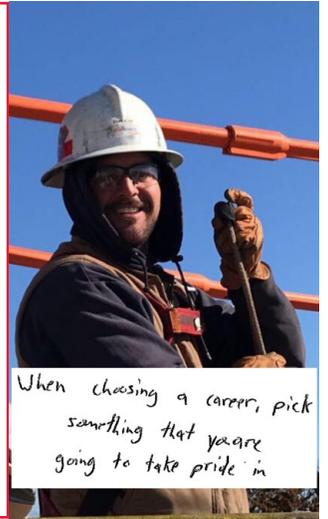
In this issue of Energy Connections, we are highlighting Careers in Energy. NorthWestern Energy and other electric and gas utilities offer positions in a variety of fields that benefit millions of people daily. We asked a few of our employees to give some insight into their rewarding careers and experiences in the energy and utility industry.



**Jeanne Vold,**  
Business Technology Officer  
**Mitchell, S.D.**  
Every day is different. I focus on anything from discussing strategy, dealing with a production issue or helping a business partner develop a technology roadmap. We supply the underlying technology which supports the safe and reliable delivery of energy to all our communities.

*Every moment is precious so live in it — pursue a career for which you have passion.*

**Drew Nelson,**  
Apprentice Lineman  
**Mitchell, S.D.**  
Being in the utility industry is pretty special because there are a lot of people that rely on us to keep the heat on or the power on each and every day. You never really know what the day might bring, which keeps a person on their toes. I realize the community of Mitchell and the surrounding area rely on us so they can do their everyday tasks.



*When choosing a career, pick something that you are going to take pride in.*

**Mary Gail Sullivan,**  
Director of Environmental & Lands Permitting and Compliance  
**Butte, Mont.**

My title means three things to me. First, it implicitly means I am responsible and accountable for two very important functions: environmental and lands. Second, the “director” title gives me authority to direct compliance with environmental requirements and manage NorthWestern Energy lands and right of ways. Lastly, the environmental reference in my title reflects a core value for me and the company so it means I am doing exactly what I want to do when I come to work every day.



*Be a great follower and you'll become a great leader.*



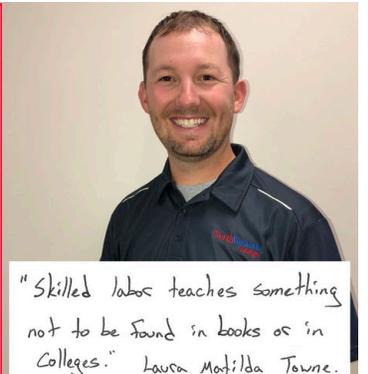
**Noel Jacobson,** Hydro Plant Foreman  
**Thompson Falls, Mont.**

I'm responsible for the safe, reliable operation and maintenance of the Thompson Falls Hydro Electric Station. As a working foreman, I may weld, wire or perform operation tasks, as well as scheduling work, tracking budgets, and ensuring we have the materials needed for safe site maintenance and operation. I also act as the NorthWestern Energy liaison to the community of Thompson Falls. We maintain a vast recreation facility around the site and work hard to maintain a great relationship with the public and city officials. Looking back, I feel very satisfied with my decisions to pursue this line of work. It has been very rewarding, always changing and always something to learn as new energy technology is constantly evolving.

*Don't just get on the bus drive it*

**Luke Choyeski,** Gas Operations Supervisor  
**Kearney – Grand Island, Neb.**

I have always been proud of our customer service and response to outages. I remember going out on a no-gas [call] when I was a gasman during a snow storm on Thanksgiving. A family was preparing for a meal with a house full of guests and the gas meter locked up. I went out and made the repair, restored their service within an hour and they were so thankful. It was nice to get the appreciation that so many of our employees deserve. I have always thought the energy industry was very interesting and would be a great career choice. It is an industry that is constantly evolving with some of the most innovative and technological advances. It continues to grow and provides endless opportunities.



*"Skilled labor teaches something not to be found in books or in colleges." Laura Matilda Towne.*

# Carbon Monoxide Safety

When fuel burning appliances are properly maintained they produce heat, carbon dioxide, and water vapor. Natural gas is non-toxic and the cleanest burning fossil fuel available. When gas appliances fail to burn fuel completely or vent exhaust in a manner that re-enters the house it can create a dangerous hazard. Incomplete combustion of natural gas produces carbon monoxide (CO) which is a colorless, odorless, poisonous gas. Some signs that your appliance might have a problem are a yellow flame (blue is normal), burning odors or soot around the front of the gas appliance. Carbon monoxide poisoning symptoms are very similar to flu-like symptoms (headache, nausea, vomiting, fatigue, confusion, tightening of the chest, unusual yawning, and irritation of nose, mouth or eyes). If you ever suspect carbon monoxide poisoning, exit the house immediately to fresh air and call 911 and Northwestern Energy. Properly operating gas appliances are your first line of defense against carbon monoxide poisoning. The best practice is to always have a reputable heating contractor inspect

and tune your fuel-burning appliances annually. Be alert for possible carbon monoxide exposure after the following: anytime a fuel burning appliance is installed without professional help and a check from the utility; if exhaust vents have been clogged by snow, nesting birds or insects.

We recommend all households install carbon monoxide alarms that meet Underwriters Laboratories (UL) standards. Install the alarms in hallways near bedrooms. Make sure nothing covers the alarms such as furniture, blankets and draperies. Most carbon monoxide alarms have a life span from 5 to 7 years. In the event you use your carbon monoxide alarm beyond its useful life, it could fail to detect the presence of CO, or cause false alarms. If you haven't checked the date on your CO alarms, please do! If the alarm is beyond its useful life, it is critical that you replace it. Batteries in CO alarms need to be replaced regularly to ensure they function properly in the event there is a presence of carbon monoxide.

# Hunting Safety

Fall will soon be upon us and for many, it's an exciting time. Thousands around the state will take to the land with bows, rifles and shotguns in hand, in search of upland birds, waterfowl and big game.

Hunting is a deep-rooted tradition across our service area. The mountains of Montana and the fields of South Dakota and Nebraska provide abundant grounds that hunters seek out and in doing so will cross paths with our utility lines, poles, signs, substations and transmission structures.

The electric and gas infrastructure is what allows NorthWestern Energy to provide safe, reliable and affordable energy to our 726,400 customers. Unfortunately, during every hunting season damage occurs to this infrastructure. The cost of the damage, whether it's to the power lines, signs or substations, quickly adds up. Even greater than the financial impact, the hazards created pose a significant safety hazard which could harm unknowing people passing by.

Please do not shoot at or around our power lines, insulators, signs or any above-ground natural gas equipment. Such acts are illegal, senseless and can lead to costly repairs, environmental impact (oil spills), fire and electrical hazards. In some cases severe outages can occur which can affect thousands of customers.

The vast majority of hunters are conscientious, law-abiding folks who value the opportunity to hunt and enjoy the beautiful lands. Just as these people would report poaching or other illegal hunting activities we ask that you act as NorthWestern Energy's eyes and ears and keep a watchful eye for those who might inflict damage on our utility infrastructure. Please call 911 to report any illegal activity and call NorthWestern Energy immediately if you spot damaged electrical or natural gas lines. Please remember to keep a safe distance from any NorthWestern Energy infrastructure that appears to be damaged or unsafe and do not handle any damaged equipment.

Fall is a wonderful time. With your help and consideration we can make it even better and provide safe, reliable and affordable energy for generations to come!

# Internships

This was the largest class of summer interns in NorthWestern's history. The group spent the summer working on a variety of projects while gaining on-the-job experience.

"One of the key factors we focused on when initiating the intern program was carefully selecting projects that would bring real value to the organization," said Heather Burns, NorthWestern's director of Human Resources. "That focus has paid off resulting in program growth, increasing opportunity for students and access to talent for NorthWestern Energy."



*Pictured are front, from left, Kayla B., BT Records; McKenna S., Distribution Operations; and Malea D., Creative Services. In back, from far left, Amanda K., Grid Operations; Sam S., Facilities; Sabrina H., Hydro; Brandon O., BT Telecom; Dan M., Energy Supply Market Operations; Matt M., Safety; Jacob V., BT Applications; Lindsay T., Environmental and Lands; Thomas F., Distribution Operations; Annika R., Customer Care; Martin L., Finance; Keely M., Finance; Garrett S., Hydro.*

## 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. လံာ်တၢ်ယုၤက့ၢ်စရိဘုၤ(လ) လၢ တၢ်လၢန့ၣ်လီၤအိၤဆၢ ယုၤယုၤတၢ်တၢ်ဘၢတၢ်ကစီၣ်အရၢၣ် တဖၣ်လၢ န့ၣ်တြးသ့ၣ်ညါအိၤလၢ အဘၣ်ယုၤ? NorthWestern Energy ထံမ့ၣ်အူတၢ်မၤန့ၣ်လီၤ. ဆဲးကျၢပုၤဖဲ နမ့ၢ်လိၣ်ဘၣ် တၢ်ဂံၢ်တၢ်ဂၢၢ်တဖၣ် လၢ ပုၤတၢ်ညါက့ၢ် (Karenic) . ဒိဖျိ တၢ်ဂံၢ်လိၣ်တဖၣ် 888-467-2669 (လၢမိၣ်ထၢန့ၣ် (Montana) အပူၤ)800-245-6977 (လၢက လံာ်စိး ဂိၣ်ထၢန့ၣ် (South Dakota) မ့တဖၣ် န့ၣ်တြးစခၣ် (Nebraska)) \*ယုၤန့ၣ်လၢ တၢ်ကဆၢန့ၣ်လီၤ က့ၢ်စရိကျိၣ်တၢ်ယုၤတဖၣ်အဂီၢ်န့ၣ်တက့ၢ်.

